*** Mobile Manager 1 For Windows ***
Version 2.6.x

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Classic Computer Systems
User's Manual
MM1WIN
(Mobile Manager 1 for Windows)
Version 2.6.x

Introduction:

Welcome to the world of computer assisted business management.

Having received your Classic Computer Systems package, you are naturally eager to begin operating as soon as possible. While it is tempting to jump right in and experiment, a little time spent reading is well worth the effort.

Take the time and closely follow our proven path. This will make the computerization of your business smooth and painless.

This manual is intended to be your "guide". In the following pages we will explain what to do, what to look for, and which keys to press to run the programs and to help you manage your business.

Here is an outline of the initial steps you will be going through:

1. Familiarizing yourself with the software.

2. Initially setting up your software.

3. Customizing for your business.

4. Entering your stops, customers and opening figures.

This manual will guide you through the full operation and functionality of the MM1WIN software system.

SUPPORT:

Classic Computer Technical Support Line:

***** CENTRAL TIME *****

8:00 AM to 5:30 PM MONDAY THROUGH FRIDAY
OR
WEEKENDS AND AFTER HOURS (message only for return calls)

General and Hardware Support
(630) 550-5400

Software Support/Sales

Local or from your Cell Phone (630) 550-5403

(800) 923-9357

SECTION 1 - Installing MM1 for Windows

System Capacity:

The MM1 System capacities are as follows:

- Accounts Receivable:
  - 7 days availability in route design.
  - 99 stops per day.
  - 9,999 accounts total - regardless of day, type or balance.
- Invoices:
  - 999,999 individual invoices.
  - 9,999 line items per invoice.
- Inventory:
  - 20 Character/Digit part numbers.
  - 1,000,000 part numbers.
  - $99,999.99 max price/cost for each item.
  - 64,000 orders (combined Orders to Send/Receive)
  - 64,000 part numbers per order.
- Sales Tax:
  - 99 maximum tax areas
  - 99.999% maximum sales tax.

System Requirements:

	Minimum	Suggested:
Computer System:	IBM Compatible	
Processor	1.6 ghz	2.0 ghz dual core or higher
Ram	1 gb	2 gb or more
Available HD Space	4 gb	4 gb or more
Optical Drive	CD-Rom or DVD-Rom	
USB Ports	2	4 or more
Operating Systems:	Windows XP (Home or Pro), Windows 2000, Windows Vista (), Windows 7 ()	
Printer:	• Windows compatible inkjet printer (check driver availability before purchasing). • Uses 8 ½ x 11 inch paper.	
Backup Devices:	USB Backup device: • Flash Drive, the minimum size to use 128mb.	
Optional Devices:	• USB Long Range CCD Scanner • USB Credit Card Swiper • USB Self Powered Hub • Wireless Internet Connection	

Things You Will Need:

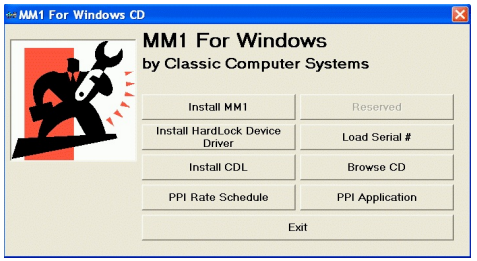
Planning and setup are very important, like in life if you want things to run smoothly you must plan, then set it up, MM1 is the same. You can jump right in and begin to add your business information, tax areas, and route, but in most cases you don't know all of that information off the top of you head. So to make things easier these are some of the things you will need in setting up MM1. This is just a guide.

Planning:

1. Installation media.
2. Computer.
3. Business information – this includes any ID's you might have with your warehouses.
4. Tax Information – in some cases you will only have one tax area to deal with, but in others you'll have multiple tax areas, and different break downs depending on that area.
5. Route Information – in most cases you will have an idea of your route.
6. Inventory – with MM1 this part will be provided for you depending on the warehouse.
7. Customer Information (optional) – when starting a new business in most cases you will not have this information. This is ok, it can be added later.

With each of these steps, you can always go back and change things if you don't have the complete information. Once you have all of this, you are ready for step 1.

Software Installation:



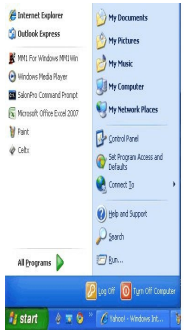
1. Insert the MM1 CD into your optical drive. This should start on its own after a few seconds.

   You will be presented with an install screen that provides you with several choices:

   a. Install MM1
   b. Install CDL
   c. Install Hardlock Device Driver
   d. Browse CD
   e. Exit

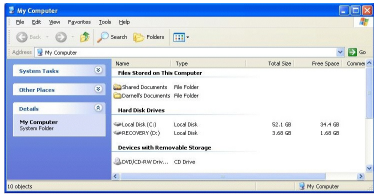
   Click on the Install MM1 button to begin the installation (this will install the CDL automatically). If this menu does not appear proceed to step 2, otherwise proceed to step 3

2. If the installation menu fails to start, then your machine is probably not configured to run CDs automatically. This is not a problem, to continue just follow the next few steps.

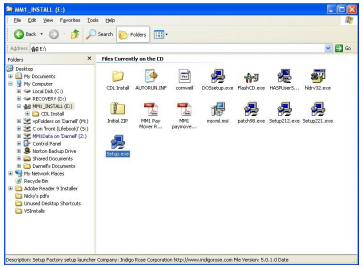


a. Click on the Windows button (Start Button on older machines) usually it is located in the lower left hand corner of the screen.

b. Click on Computer (My Computer for older machines)



c. Identify the CD/DVD Rom Drive, and double click. In some cases this will start the menu, if it does go back to step 1, otherwise continue.

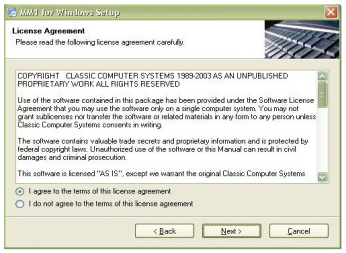


d. Locate the Setup file. It is possible that you might find multiple Setup files on the CD (ex. Setup2411, Setup250, Setup256, etc.) these are older installation files put there in case you need them. Double click on the one labeled Setup. This starts the install process.

3. Once you launch the installation program you might be prompted with a User Account Control window inquiring if you want to Run the program. Select RUN or YES.

MM1 for Windows Setup
Welcome
Welcome to the installer for MM1 for Windows 2.6.0.
It is strongly recommended that you exit all Windows programs before continuing with this installation.
If you have any other programs running, please click Cancel, close the programs, and run this setup again.
Otherwise, click Next to continue.
< Back
Next >
Cancel

4. Welcome Screen – click Next to Continue.


MM1 for Windows Setup
License Agreement
Please read the following license agreement carefully.
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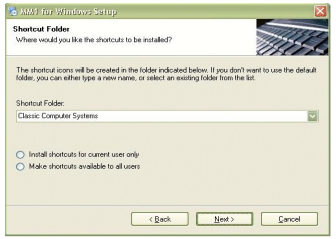
Use of the software contained in this package has been provided under the Software License Agreement that you may use the software only on a single computer system. You may not grant sublicenses nor transfer the software or related materials in any form to any person unless Classic Computer Systems consents in writing.
The software contains valuable trade secrets and proprietary information and is protected by federal copyright laws. Unauthorized use of the software or this Manual can result in civil damages and criminal prosecution.
This software is licensed "AS IS", except we warrant the original Classic Computer Systems
I agree to the terms of this license agreement
I do not agree to the terms of this license agreement
< Back
Next >
Cancel

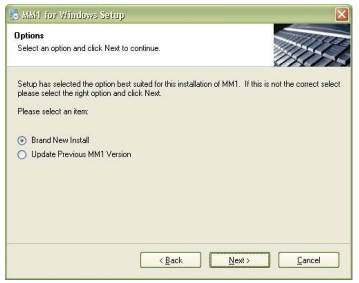
5. License Agreement – Accept the license agreement to continue the installation.

MM1 for Windows Setup
Installation Folder
Where would you like MM1 for Windows to be installed?
The software will be installed in the folder listed below. To select a different location, either type in a new path, or click Change to browse for an existing folder.
Install MM1 for Windows to:
c:\MM1Win
Change...
Space required: %SpaceRequired%
Space available on selected drive: %SpaceAvailable%
< Back
Next >
Cancel

6. Select Install Folder – the installation program will default to C:\MM1Win. It is recommended that you leave this value alone and click Next.


MM1 for Windows Setup
Shortcut Folder
Where would you like the shortcuts to be installed?
The shortcut icons will be created in the folder indicated below. If you don't want to use the default folder, you can either type a new name, or select an existing folder from the list.
Shortcut Folder:
Classic Computer Systems
Install shortcuts for current user only
Make shortcuts available to all users
< Back
Next >
Cancel

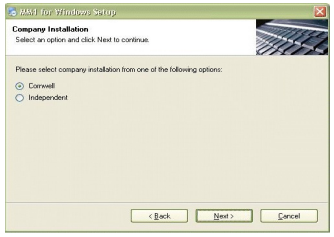
7. Select Shortcut Folder – the installation program will default to Classic Computer Systems, this is the recommended value. Click Next to continue.


MM1 for Windows Setup
Options
Select an option and click Next to continue.
Setup has selected the option best suited for this installation of MM1. If this is not the correct select please select the right option and click Next.
Please select an item:
Brand New Install
Update Previous MM1 Version
< Back
Next >
Cancel

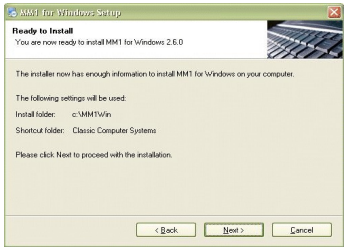
8. Installation Type – on this screen you will select between Brand New, and Update Previous Version. The program will default to Brand New unless it finds a version of MM1 in the folder that you selected.

   a. Brand New will delete any information found in the install folder.
   b. Update Previous Version will replace the program files and update the data found.

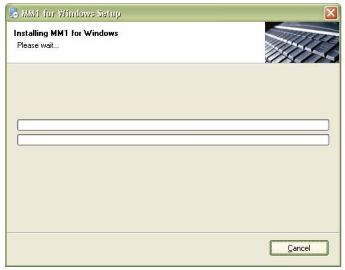
Because this is a new install, Select Brand New. Once you have made your decision, click Next to continue.



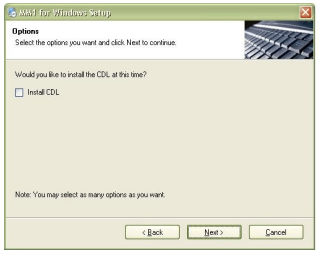
9. Company Installation – on this screen you will need to select your company affiliation. Once you have made that click Next to continue.


MM1 for Windows Setup
Ready to Install
You are now ready to install MM1 for Windows 2.6.0
The installer now has enough information to install MM1 for Windows on your computer.
The following settings will be used:
Install folder: c:\MM1Win
Shortcut folder: Classic Computer Systems
Please click Next to proceed with the installation.
< Back
Next >
Cancel

10. Ready to Install – this screen gives you one last chance to go back and make any necessary changes before installing the files. Click Next to continue.



11. Installing Files – This screen appears to show the progress of the installation.


MM1 for Windows Setup
Options
Select the options you want and click Next to continue.
Would you like to install the CDL at this time?
Install CDL
Note: You may select as many options as you want.
< Back
Next >
Cancel

12. Install CDL – on this screen you can determine whether you would like to install the CDL. In most cases the default is what you want to do.

MM1 for Windows Setup
Installation Successful
The MM1 for Windows 2.6.0 installation is complete.
Thank you for choosing MM1 for Windows!
Please click Finish to exit this installer.
< Back
Finish
Cancel

13. Finished – Congratulations the installation is complete. Click Finished, depending on your particular installation a few screens might open after this one. Just follow the on screen instructions.

The MM1 Software is now installed. Place the installation CD in a safe location in the event you might need it again. **DO NOT THROW THIS DISK AWAY.** This CD can be used to load backup machines or to reload this machine.

Hardlock Installation:

The hardlock is a device that plugs into the USB port of your computer and is necessary to run the MM1 program. This lock (also referred to as a key) is a copy protection device that we issue and is unique to your software program. **Do not lose the hardlock key. Issuing a new key will require replacement costs and deposits.** The installation instructions are as follows:

Plug the key (Hardlock) in to an open USB port on your computer, because the key is fragile placement is crucial you will want to select a port that leaves space for the key to extend out. When transporting your computer, it is best to remove the key from the machine and place it in a safe location.

SECTION 2 – Basic MM1 Usage

Starting MM1:

When starting MM1 for the first time, the program will setup some initial settings and file structures. This setup will be preformed through several startup screens.

- Reindex Files – this action will create the indices that the program needs based on the initial information provided.
- No Data Found – this screen is inquiring if you are new dealer or an existing dealer. This screen provides a way for you to restore your information into the program if your are an existing dealer.
- Access Code – before you can enter the program you must provide an access code.
- Reset Date File – This screen proceeds the Change Dates window. This one informs you that your date file needs to be reset.
- Change Dates – this screen provides you with a way to set the initial dates for the MM1 Program.
- MM1 Update Program – this is an external program that checks to see if your MM1 system is up to date.

All of these screens appear on a normal initial setup, of the above screens, Access Code is the only one that you might run into on a monthly basis. This depends on if you use Maintain Access Codes or not.

Quick Start Guide:

Now you are ready to customize MM1 to fit your needs. In this section we will only cover the bare minimum needed to get started using the MM1 System, with that in mind we will:

- Setup your Personal Information
- Setup your Business Information
- Setup the Invoice and Report Printer
- Create one Tax Area
- Add one Stop
- Add one Customer

Customization:

Customization covers three of the above points Personal Information, Business Information, and Printer Setup.

On the main MM1 window, click on the **Utilities** Menu at the top, highlight **Setup** and move over to the right and click on **Customize**, or find the button on the lower part of the screen labeled **MM1 Setup** and click it. This first screen includes the first two elements we need to address.

Personal Information	
Dealer Name	This section contains personal information about your business. This information also prints on the top of invoices and many MM1 reports. Enter this information how you would like to see it printed. NOTE: Website is only on non-Cornwell systems.
Address, City, State, and Zip	
Phone 1, 2, and 3	
Email Address	
Website	

Business Information	
Dealer Number	This section contains information specific to running your business. Here you will want to pay attention to # Work Days this determines how many days are available on your route. * Cornwell Only Items
*CDL Password	
*BO Policy = 'Y'	
*BO Release = 'Y'	
# Work Days	
Weekly Turn	
Service Charge	
XCR Charge	
Completed Business	

Now click on the Invoicing tab, on the bottom left you will find a section call Invoice Printer Setup. This section contains three options:

- Use New Invoice Format – by default this option is on. This option controls which invoice format the program will use.
- Currently Selected Printer & Select Printer – These two fields work together. The first one displays the printer that is currently selected, the program will use this printer to print invoices. Select Printer allows you to change the printer if the currently selected printer is not correct.
- Select Invoice Type – by default this option is set to Quarter Page. There are 4 invoice types, Quarter Page, Half Page, Whole Page and Full Page (these options will be cover in more detail in there customization section.

In this section, select the printer you would like to use when printing invoices. One thing to note, you must install the printer driver before trying to select the printer in MM1. MM1 will only display the printer drivers that are available on the computer. For more information on Installing your printer consult the manual that

came with the printer.

Now click on the Reporting tab. In the upper left hand section of this window you will see Report Printer Setup. This section contains one options:

- Currently Selected Printer & Select Printer – These two fields work together. The first one displays the printer that is currently selected. The program will use this printer to print reports. Select Printer allows you to change the printer if the currently selected printer is not correct.

Now the customization is complete, click the button labeled "[F10] Save Settings". Remember this is the bare minimum needed to get started, at some point you will want to come back to the customization section to fully customize MM1.

Tax Areas:

The Tax Area screen provides a way of entering any and all tax areas you will encounter on your route. To access this screen, on the main MM1 window, click on the Utilities menu at the top. Then move the mouse to Setup, the setup popup menu will be displayed. Move down to Tax Areas and left click. Before the Tax Areas screen opens a warning message will popup, this message will be explained later in the section about Tax Areas, for now click the ok button.

- First you will notice the default Tax Area in the list All (Default Name), change this name to reflect your Tax Area.
- Next move over to the Rate column, and change the rate to reflect the tax amount for that area.
- Move down to the next line.
- Repeat the previous steps for the rest of the Tax Areas on your list, when you are finished move on to the next step.
- Click the Save button.

Stop:

The Stop Add/Edit screen provides a way of entering your route.

Again this is just the bare minimum to get you started Stop Add/Edit is covered in full detail later in the Stop Add/Edit section. Before you can start this part you will need to add at least one Tax Area, if you have already done this then continue.

On the main MM1 window, click on the Accounts menu at the top. Then move the cursor down to Stop Add/Edit and left click, or from the main window press the F4 function key to open the window.

- First you will need to select the day to add the stop to. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
- Click on the button located at the bottom of the screen labeled “[Insert] Add Stop” or right click on the grid and choose “Add” from the popup menu.
- Next you will see the Add/Edit Stop window, here you will have the opportunity to enter the stop information (name, address, city, state, zip code, telephone, contact, and tax area).
- When you have completed this information, Click “[F10] Save” to save the stop and continue the stop creation, or “[Esc] Close” to abort the add.
- After saving the stop you will be prompted to add an account for the stop (this part is optional and has no bearing on the stop creation). If you choose to create and account answer yes and select the account type. The program will create the account using the information supplied for the stop.
- The new stop has been created, and placed at the end of the current day.

When you are finished adding stops, click the button labeled “[F10] Save”.

Customer:

The Add/Edit/Review section is where you would maintain your customer database. For the purposes of this Initial Setup, we will cover the minimum needed to add a customer in the MM1 system. Before you can start this process you will need to have at least one Tax Area, and one Stop.

On the main MM1 Window, click on the Accounts menu at the top. Then move the mouse down to Add/Edit/Review and left click, or from the main window press the F3 function key to continue.

- When the window first opens, you will be prompted to select an account, in this instance we are adding a new account, so click the button labeled “[Alt A] Add Customer” or press Alt-A.
- Next you will see a screen with several input fields. The only fields that we will enter will be the Last name and the Stop.
- After entering the Last name, click the button labeled “[F2] Change Stops” or press the F2 function key.
- The Stop Lookup window will display the route that you have created, click on the stop that you want to add this customer to.
- Now click the button label “[Enter] Select Stop” or press the enter key. This will transfer the stop to the customer screen.
- Now click the button labeled “[F10] Save Customer” or press the F10 function key.
- Next you will be prompted to enter the beginning balance, in most cases this value will be zero. Press “[F10] Proceed” or press the F10 function key.

You have completed the minimum needed for an initial setup. From this point you can proceed with more advanced features.

Backup and Restore Procedure:

Your data is the most important part of the MM1 system, you have an investment to protect. You have all your accounts and all your business on the computers hard drive. You must keep the data backed up at all times. This means that you should keep several backup copies of all your data up to date at least once a week if not once a day.

The backup program can be accessed from inside the MM1 program on the main window, by going to the File menu. Then going to the Backup/Restore menu Item or by clicking on the button at the bottom of the window labeled "[F12] Backup/Restore". The Backup program is also accessible from the desktop icon "MM1 Backup for Windows".

A word of warning about backups. Familiarize yourself with the backup procedure for your machine and do your backups regularly. The general rule is to assume that the hard drive is going to fail at the worst time. Then figure out how much re-construction you will be willing to do to bring your data back. If you would not mind re-entering a weeks worth of data then do your backups once a week.

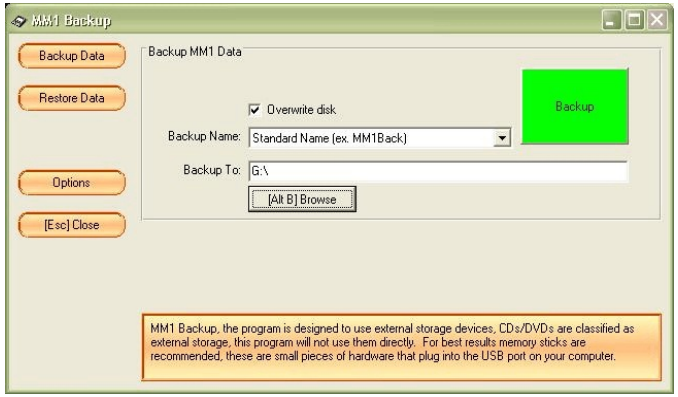
Backup Media:

There are a few different types of media (storage devices) that you can use to backup with.

- Flash Drive (Memory Stick, Portable Travel Drive, Pen Drive, etc.) **These would be the preferred media.** They are available in several sizes. They are priced within reason, so they are easy to duplicate.
- External Hard Drives – These can be used to store data, are easy to use like the Flash Drive, but are bulky and tend to be higher in price.
- Writable CD/DVD – These are not recommended, MM1 will not backup directly to these.
- Zip Disk/Tapes/Floppies (5.25 or 3.5) – These are not recommended because of forward compatibility. If your data is stored on one of these media chances are very low

that you will find a new machine that will be able to read them.

Backup Procedure:


MM1 Backup
Backup Data
Restore Data
Options
[Esc] Close
Backup MM1 Data
Overwrite disk
Backup Name:
Standard Name (ex. MM1Back)
Backup To:
G:\
[Alt B] Browse
Backup
MM1 Backup, the program is designed to use external storage devices, CDs/DVDs are classified as external storage, this program will not use them directly. For best results memory sticks are recommended, these are small pieces of hardware that plug into the USB port on your computer.

When you open the Backup/Restore window it defaults to Backup Data. Here you have two backup options:

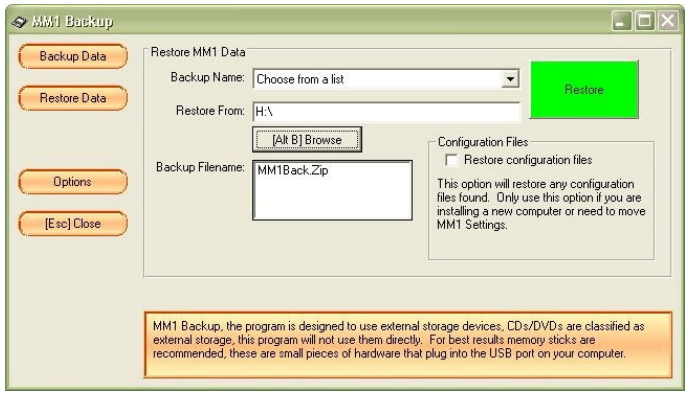
- Overwrite Disk – This check box determines whether to erase the backup media before starting the backup, or generating an error if the media has information on it..
- Backup To – This is the drive and/or path that your data will be stored on. There are two ways to change this value. The first just type in the value. The second, by clicking the button labeled "[Alt B] Browse", and select the location you want to backup to. If the path is invalid the background will turn red.

Once you are satisfied with the option click the button labeled "Backup". The screen will change to show the progress of the backup. If there are any errors the status window will display what happened.

Common Backup Mistakes:

1. Clicking the Backup button twice, this will start the backup and immediately cancel the process.
2. Clicking the Backup button and receiving the message “Invalid Path, Destination”, the Backup To path does not point to a valid location. Reselect the destination to backup to.
3. Choosing a Backup path on your hard drive, this one is the easiest to over look. The backup program will finish like usual, but your backup media does not have a current backup on it. **Always check the Backup To path that it points to your media.**

Restore Procedure:


MM1 Backup
Backup Data
Restore Data
Options
[Esc] Close
Restore MM1 Data
Backup Name:
Choose from a list
Restore
Restore From:
H:\
[Alt B] Browse
Backup Filename:
MM1Back.Zip
Configuration Files
Restore configuration files
This option will restore any configuration files found. Only use this option if you are installing a new computer or need to move MM1 Settings.
MM1 Backup, the program is designed to use external storage devices, CDs/DVDs are classified as external storage, this program will not use them directly. For best results memory sticks are recommended, these are small pieces of hardware that plug into the USB port on your computer.

When you open the Backup/Restore window it will default to Backup Data, click the button on the left hand side Restore Data. Here you have two options:

- Restore From – This is the drive and/or path that your data will be restore from. There are two ways to change this value. The first, type in the value. The second, by clicking the button labeled “[Alt B] Browse”, and select the location you want to restore from. If the path is invalid the

background will turn red. Below the browse button a text message will display Invalid Path.

- Restore Configuration files – This option will restore any configuration files found. Only use this option if you are installing a new computer or need to move the MM1 Settings.

Once you have the options on this screen set properly, click the button labeled “Restore”. The screen will change to show the progress. If there are any errors encountered during the process they will be displayed in the status window below the progress bar.

Common Restore Mistakes:

1. Clicking the Restore button twice, this will start the restore process and immediately cancel the process.
2. Clicking the Restore button and receiving the message “Invalid Path, Destination”, the Restore From path does not point to a valid location. Reselect the destination to restore from.

Backup Options:

The backup program supplies you with an options section, where you can customize the behavior of the backup program. Here are a list of the available options:

- Warn before overwriting the contents of a disk – This option determines if the program will warn you before erasing the contents of the backup media.

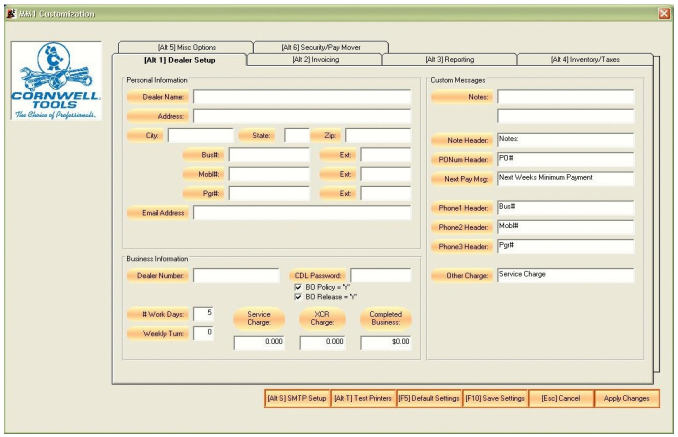
SECTION 3 – Customizing MM1

MM1 Customization Screen:

As with any business, there are certain things that remain the same and others that differentiate your business from the next business. Customization is where you can make MM1 your own. Starting with your business name and contact information and the way you run your inventory (physical or cash). To customize MM1, proceed to the Utilities menu, Setup, Customize.

The customization section is divided into sections; Dealer Setup, Invoicing, Reporting, Inventory/Taxes, Misc Options, and Security/Paymover. This section of the manual will explain each option in more detail. We will start with the first tab.

Dealer Setup Tab:



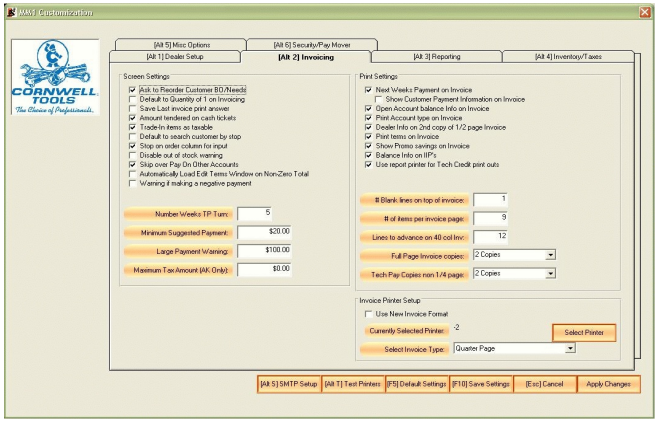
Dealer Setup – Personal Information	Is just that who are you and how can the customer contact you. This information will print on the top of your invoices and some of your reports. Enter this information how you would like to see it printed.

Dealer Setup – Business Information	
Dealer Number	Dealer number is your identification number with your warehouse or company.
CDL Password	*CORNWELL ONLY* This is where you would enter your CDL Password.

Dealer Setup – Business Information	
BO Policy = "Y"	*CORNWELL ONLY* This option determines how Cornwell will process your backorder items.
BO Release = "Y"	*CORNWELL ONLY* This option determines if Cornwell will release any backorder items with this order.
# Work Days	This option determines how many days of the week to display for your route.
Weekly Turn	This is a goal setting, it will be compared on the Weekly Report.
Service Charge	This is the percent to charge the customer account as a fee. This Service Charge has a user-definable name see Other Charge under Custom Messages. For the usage of this percent see Add Charge to All Accounts and Service Charge Alt-I on Generate Invoices.
XCR Charge	This percentage is charged to XCR accounts. For usage see Service Charge Alt-S on Generate Invoices.
Completed Business	This is a goal setting, it will be compared on the Weekly Report.

Dealer Setup – Custom Messages	
Notes	This is the default message that appears on the customer's invoice. This message can be changed when completing an invoice. Use this message as an extra sales tool to promote an item on special or just say Thank You to your customers. By default this area is left blank.
Note Header	This is the default header for the notes section on the invoice. The default is "Notes:"
PONum Header	This is the default header for the Purchase Order field on the invoice. The default is "PO#:"
Next Pay Msg	This is the message that will be printed on the Time Pay and XCR invoices to indicate what the next week's payment amount should be. The default is "Next Weeks Minimum Payment".
Phone1 Header	These are the phone number headings that are printed on the invoice. The default values are, "Bus#", "Mobl#", "Pgr#".
Phone2 Header	
Phone3 Header	
Other Charge	This is the heading that you associate with your percentage bases fee. See Service Charge under Business Information. The default is "Service Charge"

Invoicing Tab:


[Alt 5] Misc Options
[Alt 6] Security/Pay Mover
[Alt 1] Dealer Setup
[Alt 2] Invoicing
[Alt 3] Reporting
[Alt 4] Inventory/Taxes
Screen Settings
Ask to Reorder Customer BO/Needs
Default to Quantity of 1 on Invoicing
Save Last invoice print answer
Amount tendered on cash tickets
Trade-In items as taxable
Default to search customer by stop
Stop on order column for input
Disable out of stock warning
Skip over Pay On Other Accounts
Automatically Load Edit Terms Window on Non-Zero Total
Warning if making a negative payment
Number Weeks TP Turn:
Minimum Suggested Payment:
Large Payment Warning:
Maximum Tax Amount (AK Only):
Print Settings
Next Weeks Payment on Invoice
Show Customer Payment Information on Invoice
Open Account balance Info on Invoice
Print Account type on Invoice
Dealer Info on 2nd copy of 1/2 page Invoice
Print Items on Invoice
Show Promo savings on Invoice
Balance Info on IIP's
Use report printer for Tech Credit print outs
Blank lines on top of invoice:
of items per invoice page:
Lines to advance on 40 col Inv:
Full Page Invoice copies:
Tech Pay Copies non 1/4 page:
Invoice Printer Setup
Use New Invoice Format
Currently Selected Printer:
Select Printer
Select Invoice Type:
Quarter Page
[Alt 5] SMTP Setup
[Alt T] Test Printers
[F5] Default Settings
[F10] Save Settings
[Esc] Cancel
Apply Changes

Invoicing – Screen Settings		
Option	**Default Value**	**Description**
Ask to Reorder Customer BO/Needs	Checked (On)	This value determines if the system will stop and ask you to order items when creating a customer back order or need. Unchecked = will increment the on-order number by the number of items sold. Checked = will display a reorder prompt every time an item is placed on BO/Need. NOTE: If Automatic Inventory Reorder is ON, this option is ignored.
Default to Quantity of 1 on Invoicing	Checked (On)	This function determines if the system will default the quantity on each line item to 1. Unchecked = Manual entry of the item quantity. Checked = 1 is Automatically entered in the quantity field.

Invoicing – Screen Settings		
Option	Default Value	Description
Save Last invoice print answer	Unchecked (Off)	This setting determines if the system remembers the last print answer and defaults to that for the next time when printing invoices. Unchecked = The default button is yes. Checked = The default button is the same as the last print answer.
Amount tendered on cash tickets	Checked (On)	This setting determines if the system will ask for the amount tendered on cash tickets. These are tickets for customers that do not have an account in the system. Unchecked = The amount tendered defaults to the invoice total. Checked = Allows you to enter the amount you were handed.

Invoicing – Screen Settings		
Option	Default Value	Description
Trade-In items as taxable	Unchecked (Off)	This setting determines if the system will tax trade-in items. Unchecked = Trade-in items are not taxed on the invoice. Checked = Trade-in items are taxed on the invoice.
Default to search customer by stop	Checked (On)	This setting determines if the system will display the Stop Lookup by default when entering Generate Invoices. Unchecked = Generate Invoices opens to an empty invoicing screen. Checked = Stop Lookup displays when Generate Invoices opens and keeps track of your progress on the route.

Invoicing – Screen Settings		
Option	Default Value	Description
Stop on order column for input	Checked (On)	This setting determines if the system will stop on the on-order column on Generate Invoices. Unchecked = When entering items, the program will skip this column to speed up entry. This option is usually used in conjunction with Default to Quantity of 1 on Invoicing. Checked = When entering items, the program will stop on the on order column.

Invoicing – Screen Settings		
Option	Default Value	Description
Disable out of stock warning	Unchecked (Off)	This setting determines if the system will display a warning if the in stock quantity for the item is below the amount on the invoice. Unchecked = If an item's in stock quantity is below the selling quantity, a message will be displayed. Checked = The warning message is suppressed.
Skip over Pay On Other Accounts	Unchecked (Off)	This setting determines if the system will stop on the Pay on Other Accounts button. Unchecked = On the Complete Transaction screen, the program will cycle through the Pay On Other Accounts button. Checked = The Pay On Other Accounts button will be skipped by default.

Invoicing – Screen Settings		
Option	Default Value	Description
Automatically Load Edit Terms Window on Non-Zero Total	Checked (On)	This setting determines if the system will display the Edit Terms window on Time Pay invoices that have a sale that increases the customers balance. Unchecked = The Edit Terms window has to be manually loaded if needed. Checked = This screen automatically loads when completing a Time Pay invoice with a sale greater than zero.

Invoicing – Screen Settings		
Option	Default Value	Description
Warning if Making a negative payment	Checked (On)	This setting determines if the system will display a message if the payment amount is negative (less than zero). Unchecked = The message window is disabled. Checked = The message window displays if the payment is less than zero.
Number Weeks TP Turn	Def = 0	This is the default TP Turn for new customer accounts. The turn is used to calculate the suggested payment on Time Pay accounts. To disable the suggested payment calculation enter 0.
Minimum Suggested Payment	Def = $0.00	This figure will be the minimum dollar amount that the system will suggest for minimum payment regardless of the turn.

Invoicing – Screen Settings		
Option	Default Value	Description
Large Payment Warning	Def = $100.00	This setting will alert you when receiving a payment larger than the figure entered. To disable this alert enter 0.
Maximum Tax Amount (AK Only)	Def = $0.00	This setting limits the maximum amount of tax charged on an individual invoice.

Invoicing – Invoice Printer Setup		
Option	Default Value	Description
Use New Invoice Format	Checked (On)	This setting determines if the system will use the new invoice formatting. It is not recommended turning this option off. Unchecked = The invoice will print in an older format. Checked = The invoice will use the current print technology.
Currently Selected Printer/Select Printer	Def = Default Printer for Computer	This setting determines what printer the system will use to print invoices.

Invoicing – Invoice Printer Setup		
Option	Default Value	Description
Select Invoice Type	Def = Quarter Page	This setting determines which invoice type to use when printing invoices.

Invoicing – Print Settings		
Option	Default Value	Description
Next Weeks Payment on Invoice	Checked (On)	This setting determines if the system will print the next weeks payment on the invoice for Time Pay and XCR accounts. Unchecked = The Next Weeks Payment will not print on the invoice. Checked = The Next Weeks Payment will print on the lower left hand side of the invoice.

Invoicing – Print Settings		
Option	Default Value	Description
Show Customer Payment Information on Invoice	Checked (On)	This setting determines if the system will break down the customer's payment information on the invoice. This option is only available when Next Weeks Payment on Invoice is turned On. This option is only available on 1/4 page invoices. Unchecked = The customer payment information is omitted. Checked = The suggested payment and past due amount is displayed on the invoice.

Invoicing – Print Settings		
Option	Default Value	Description
Open account balance Info on Invoice	Unchecked (Off)	This setting determines if the system will print balance and payment information at the bottom of Open account invoices. Unchecked = This information is omitted. Checked = The Open invoice resembles an invoice for Time Pay accounts.
Print Account type on Invoice	Checked (On)	This setting determines if the system will print the account type on the invoice. Unchecked = The account type is omitted. Checked = The account type is printed in brackets near the customer name.

Invoicing – Print Settings		
Option	Default Value	Description
Dealer Info on 2nd copy of 1/4 page Invoice	Unchecked (Off)	This setting determines if the system will print the dealer information at the top of the second invoice (right hand copy/Dealers copy). This is only for quarter page invoices. Unchecked = The dealer information is not printed on the second copy of the invoice. Checked = The dealer information is printed on the second copy, giving identical invoices.

Invoicing – Print Settings		
Option	Default Value	Description
Print terms on Invoice	Checked (On)	This setting determines if the system will print the terms and condition of sale at the bottom of the invoice. This is for Half Page, Whole Page, and Full Page Invoices only. Unchecked = The terms and condition of sale will not print on the invoice. Checked = The terms and condition of sale print immediately after the invoice at the bottom.

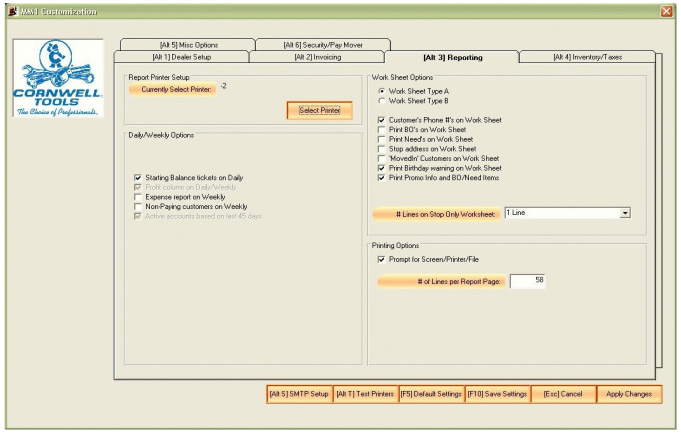
Invoicing – Print Settings		
Option	Default Value	Description
Show Promo savings on Invoice	Checked (On)	This setting determines if the system will print the regular price on a promotional item displaying the savings to the customer. Unchecked = The promo price prints in the price column and the extended price column. Checked = The regular price prints in the price column and the promo price is used for the extended price column.

Invoicing – Print Settings		
Option	Default Value	Description
Balance Info on IIP's	Checked (On)	This setting determines if the customer's information is printed on the bottom of an IIP (Invoice In Progress). Unchecked = The customer information is omitted, showing only the Subtotal, Tax and Total. Checked = The customer information is displayed below the Total line on the invoice.

Invoicing – Print Settings		
Option	Default Value	Description
Use report printer for Tech Credit print outs	Unchecked (Off)	*CORNWELL ONLY* This setting determines if the system will use the invoice or report printer to print Tech Credit forms at the end of an invoice. Unchecked = The invoice printer is used to print Tech Credit forms Checked = The report printer is used to print Tech Credit forms.
# Blank lines on top of invoice	Def = 3	This setting determines how many blank lines to leave at the top of and invoice. This is mostly used to align the invoice on the page.
# of items per invoice page	Def = 15	This setting determines how many lines of items to print on an invoice. This setting only applies to the old invoice format.

Invoicing – Print Settings		
Option	Default Value	Description
Lines to advance on 40 col Invoice	Def = 12	This setting determines how much blank space to leave at the top of the invoice. This only applies to 40 col invoices.
Full Page Invoice copies	Def = 2 Copies	This setting determines how many Full Page invoices will print when completing the invoice. You have a choice between 1 and 2 copies.
Tech Pay Copies non 1/4 page	Def = 2 Copies	*CORNWELL ONLY* This setting determines how many Tech Credit not 1/4 page copies to print. You have a choice between 1 and 2 copies.

Reporting Tab:



Reporting – Report Printer Setup		
Option	Default Value	Description
Currently Selected Printer/Select Printer	Def = Default Printer for Computer	This setting determines what printer the system will use to print reports.

Reporting – Daily/Weekly Options		
Option	Default Value	Description
Starting Balance tickets on Daily	Checked (On)	This setting determines if starting balance (new accounts) invoices will print on the daily report. These invoices will not reflect in your totals. Unchecked = Starting balance invoices will be omitted from the invoice listing. Checked = Starting balance invoices will print with the invoices.
Profit Column on Daily/Weekly	Unchecked (Off)	This setting determines if the profit column prints on the Daily and Weekly reports. Unchecked = The profit column is omitted from the Daily/Weekly report. Checked = The profit column is printed on the Daily/Weekly report.

Reporting – Daily/Weekly Options		
Option	Default Value	Description
Expense report on Weekly	Unchecked (Off)	This setting determines if the Expense report will print with the weekly report. Unchecked = The expense report is not included in the weekly reports. Checked = The expense report prints with the weekly reports.
Non-Paying customers on Weekly	Checked (On)	This setting determines if the Non-Paying customer report prints with the weekly reports. Unchecked = The Non-Paying Customers report is not printed with the weekly reports. Checked = The Non-Paying Customers report prints with the weekly reports.

Reporting – Daily/Weekly Options		
Option	Default Value	Description
Active accounts based on last 45 days	Checked (On)	This setting determines whether the system counts all accounts labeled as active or labeled as active with activity within the last 45 days on the weekly report. Unchecked = Processes all accounts labeled as Active. Checked = Processes only Active accounts with activity within the last 45 days.

Reporting – Work Sheet Options		
Option	Default Value	Description
Work Sheet Type A/B	Def = B	This setting determines which work sheet format to print. There are 2 work sheet formats: Work Sheet A: Stop, Customer Name, Type, Phone, Comment, Min Pay, Last Pay, Balance, Pur, Pay, Tax?, and New Balance. Work Sheet B: Stop, Customer Name, Type, Phone, Comment, Stat, Pay Hist, Min Pay, Last Pay, Balance, Pur, and Pay.
Customer's Phone #'s on Work Sheet	Checked (On)	This setting determines if the customer's phone number prints on the work sheet. Unchecked = The customer phone number is omitted from the report. Checked = The customer phone number prints on the report.

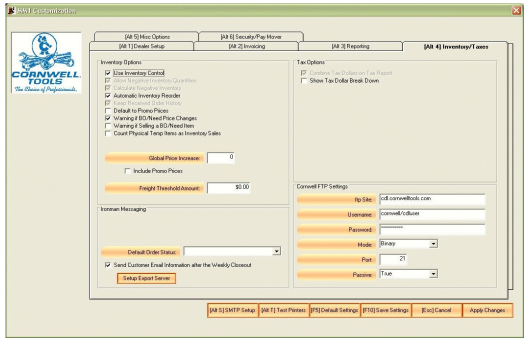
Reporting – Work Sheet Options		
Option	Default Value	Description
Print BOs on Work Sheet	Checked (On)	These setting determines if BO/Needs print on the work sheet. The BO/Needs print on separate lines on the report. Unchecked = The BO/Needs will not print on the work sheet. Checked = the BO/Needs print under the customer that requested those items.
Print Needs on Work Sheet	Checked (On)	
Stop Address on Work Sheet	Checked (On)	This setting determines if the stop address prints on the work sheet. Unchecked = The stop address is not printed on the worksheet. Checked = The stop address is displayed on the worksheet right after the phone number.

Reporting – Work Sheet Options		
Option	Default Value	Description
'MovedIn' Customers on Work Sheet	Checked (On)	This setting determines if the system will print 'MovedIn' customers on the worksheet. Unchecked = 'MovedIn' customers are not printed on the worksheet. Checked = 'MovedIn' customers are printed on the worksheet.
Print Birthday warning on Work Sheet	Checked (On)	This setting determines if the system will print a birthday warning on the work sheet. Unchecked = The customer's birthday is ignored on the print out. Checked = If the customer's birthday falls within the established Birthday Window, the system will print a message alerting the dealer of the customer's birthday.

Reporting – Work Sheet Options		
Option	Default Value	Description
Print Promo Info on BO/Need Items	Checked (On)	This setting determines if the system will print promo prices for BO/Need items on the work sheet. This option only applies if Print BOs on Work Sheet and/or Print Needs on Work Sheet is activated. Unchecked = If BO/Need items print on the work sheet, the regular price is displayed. Checked = If BO/Need Items print on the work sheet, the promo start and end dates along with the promo price is displayed.
# Lines on Stop Only Work Sheet	Def = 1 Line	This setting determines how many lines of detail on the stop only work sheet. You have a choice between 1 and 2 lines of information.

Reporting – Printing Options		
Option	Default Value	Description
Prompt for Screen/Printer/File	Checked (On)	This setting determines if the system will prompt the user to send the output to the screen, printer, or file. Unchecked = All reports and printouts will go directly to the printer. Checked = After the program builds the report, it will prompt the user where to send it.
# of Lines per Report Page	Def = 58	This setting is used for older reports, and controls how many lines of information will print on a report page.

Inventory/Taxes Tab:



Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Use Inventory Control	Checked (On)	This setting determines if the system tracks physical inventory numbers. Unchecked = Inventory Control is turned off, the system will not update in stock values. You are running based on cash value. Checked = The system updates the in stock values, when ever one is sold or received.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Allow Negative Inventory Quantities	Checked (On)	This setting determines if the system will allow in stock quantities to go negative. This is useful when selling an item you physically have on hand but have not received the order yet. Unchecked = In Stock quantities will not fall below zero. Checked = In Stock quantities can go negative if necessary.
Calculate Negative Inventory	Checked (On)	This setting determines if the system will calculate negative in stock values in with the inventory value. Unchecked = Negative in stock values will not effect the inventory value. Checked = Negative in stock values will reduce the inventory value.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Automatic Inventory Reorder	Checked (On)	This setting determines if the system will automatically reorder an item when it is sold. Unchecked = The system will not automatically reorder items. Checked = The system will increase the on order amount by the quantity sold.
Keep Received Order History	Checked (On)	Disabled feature.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Default to Promo Prices	Unchecked (Off)	This setting determines if the system will use the promo price on the invoice by default or the regular price. Unchecked = The regular price will be displayed on the screen, it can be changed after loading. Checked = The promo price will be displayed if the system date falls within the promo dates for the item.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Warning if BO/Need price changes	Checked (On)	This setting determines if the system alerts the user if the price has changed on a BO/Need item when it is loaded on the screen. Unchecked = No warning message will appear. Checked = If the price on a BO/Need item has changed the program will display a warning box.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Warning if Selling a BO/Need Item	Checked (On)	This setting determines if the system alerts the user if they are about to sell an item that is on BO/Need for another customer. Unchecked = No warning message will appear. Checked = At the time the items is placed on the invoice a warning message will display if this item is on BO/Need for someone else.
Count Physical temp Items as Inventory Sales	Checked (On)	This setting determines if the system counts physical temp items in with inventory sales. Unchecked = Physical temp items are ignore on the weekly closeout. Checked = Physical temp items are included on the weekly closeout report.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Global Price Increase	Def = 0	This setting allows you to enter a price increase modifier to automatically raise the list price of all the items in your inventory. Once set, the modifier will calculate the price based on the original price in your inventory file.
Include Promo Prices	Unchecked (Off)	This setting determines if the global price increase modifies items that are on Promo. Unchecked = Promotional items display the promo price unmodified. Checked = Promotional items display the promo price with the modifier.

Inventory/Taxes – Inventory Options		
Option	Default Value	Description
Freight Threshold Amount	Def = $0.00	This setting is used when creating orders that will be sent to suppliers. If you have a certain threshold to meet for a freight discount place that amount here and the program will let you know if you have met that threshold.

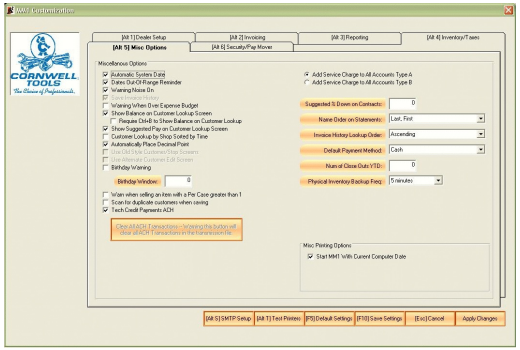
Inventory/Taxes – Tax Options		
Option	Default Value	Description
Combine Tax Dollars on Tax Report	Unchecked (Off)	This setting determines when printing the Tax Liability Report, if the totals will include the tax amount displayed in the tax column. Unchecked = Total Sales, Total Collected do not include the amount in the tax column. Ex. Total Sales = 10, Tax = 1, Tax% = 10% Checked = Total Sales with Tax, Total Collected with Tax include the tax amount added back in. Ex. Total Sales with Tax = 11, Tax = 1, Tax% = 10%

Inventory/Taxes – Tax Options		
Option	Default Value	Description
Show Tax Dollar Break Down	Unchecked (Off)	This setting allows you to show the breakdown of different tax areas. Ex. State = 5%, County = 1.2%, Local = 2%, Other = 0% Tax Area = 8.2% Unchecked = Set this way only lets you enter the whole tax rate of 8.2% Checked = Set this way allows you to enter the tax breakdown.
User Defined Tax 1	Def = County	These fields allow you to enter custom names for the tax break down, you have up to four taxes with one tax area.
User Defined Tax 2	Def = Local	
User Defined Tax 3	Def = Other	

Inventory/Taxes – Ironman Messaging		
Option	Default Value	Description
Default Order Status	*CORNWELL ONLY* Check with Cornwell for these settings.	
Send Customer Email Information after the Weekly Closeout		
Setup Export Server		

Inventory/Taxes – Cornwell FTP Settings		
Option	Default Value	Description
FTP Site	*CORNWELL ONLY* Check with Cornwell for these settings.	
Username		
Password		
Mode		
Port		
Passive		

Misc Options Tab:



Misc Options – Miscellaneous Options		
Option	Default Value	Description
Automatic System Date	Checked (On)	This setting determines if the system will examine the computer date and set the sale date to match if the system date falls within the current week in MM1. Unchecked = MM1 will use what ever sale date you select until you change it. Checked = MM1 will change the sale date to match the computer date if possible.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Dates Out-Of-Range Reminder	Checked (On)	This setting determines if the system will display a warning message if the computer date does not fall within the current MM1 dates. Unchecked = MM1 will not compare the system date with the current week in MM1. Checked = MM1 will display a warning message if the computer's date is outside of the MM1 date range.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Warning Noise On	Checked (On)	This setting determines if the system will make any warning noises (beeps, buzzes, wave files). Unchecked = MM1 will not produce any sounds, except those that are native to windows. Checked = MM1 will produce sound, in certain areas of the program.
Save Invoice History	Checked (On)	Disabled feature.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Warning When Over Expense Budget	Unchecked (Off)	This setting determines if the system will display a warning message if the expense budget is exceeded. Unchecked = MM1 will not display any warning messages about being over budget. Checked = MM1 will display a warning message if the expense budget is exceeded.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Show Balance On Customer Lookup Screen	Checked (On)	This setting determines if the system will display the customer's balance on the customer lookup screen. Unchecked = The customer lookup screen will not display the customer's balance. Checked = The customer's balance is displayed on the customer lookup screen.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Require Ctrl-B to Show Balance on Customer Lookup	Unchecked (Off)	This setting determines if the system requires the user to press Ctrl-B to display the customer's balance on the customer lookup screen. Show Balance on Customer Lookup Screen has to be on for this setting to have any effect. Unchecked = The customer's balance will show if that setting is turned on. Checked = The customer's balance will not display until Ctrl-B is pressed.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Show Suggested Pay on Customer Lookup Screen	Checked (On)	This setting determines if the system will display the customer's suggested payment on the customer lookup screen. Unchecked = The customer lookup screen will not display the suggested payment for each customer. Checked = The suggested payment will display on the customer lookup screen.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Customer Lookup by Stop Sorted by Time	Unchecked (Off)	This setting determines if the system will use the time setting in each customer's record to organize them in order. Unchecked = The customer lookup displays the customers in alphabetical order (Last name, First name). Checked = The sorted order in the customer lookup uses the time field + alphabetical order (Time, Last name, First name)

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Automatically Place Decimal Point	Checked (On)	This setting determines if the system will automatically insert the decimal in numeric entry fields, or if you have to manually enter the decimal point. Unchecked = The decimal is point is not assumed. Checked = The decimal point is put in place for you.
Use Old Style Customer/Stop Screens	Unchecked (Off)	Disabled feature
Use Alternate Customer Edit Screen	Unchecked (Off)	Disabled feature

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Birthday Warning	Checked (On)	This setting determines if the system will display an alert window if a customer's birthday is within the birthday window. Unchecked = MM1 will not check the customer's birthday. Checked = MM1 will display an alert window if the customer's birthday is within the Birthday Window.
Birthday Window	Def = 7	This setting determines how close the customer's birthday has to be to the current day before a birthday alert is displayed. The value is plus or minus from the current date.

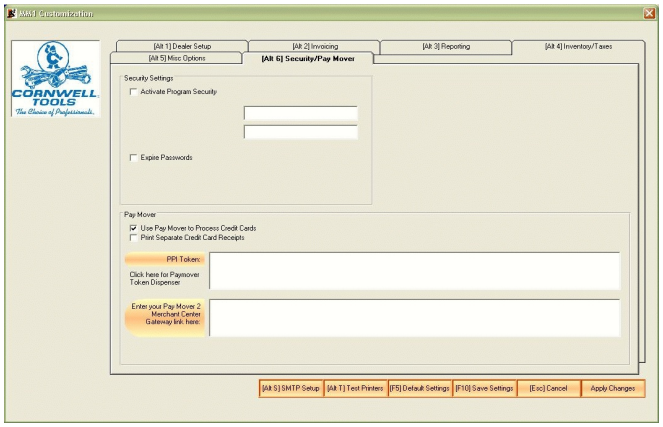
Misc Options – Miscellaneous Options		
Option	Default Value	Description
Warn when selling an item with a Per Case greater than 1	Checked (On)	This setting determines if the system will display a message letting the user know if the item being sold has a quantity per case greater than 1. These feature helps when determining whether or not to reorder the item. Unchecked = MM1 will not display a warning message. Checked = A warning message will be displayed if the Quantity Per Case is greater than 1

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Scan for duplicate customers when saving	Checked (On)	This setting determines if the system will check for duplicate customers when you attempt to save the customer, ignoring linked accounts. Unchecked = MM1 will not check for duplicate accounts. Checked = Before saving the account MM1 will check to see if the account already exist.
Tech Credit Payments ACH	Checked (On)	*CORNWELL ONLY* Call Cornwell before setting this option.
Clear All ACH Transactions	NA	*CORNWELL ONLY* Call Cornwell for more information.
Add Service Charge to All Accounts Type A/B	Def = B	This setting determines which calculation the program uses when calculating Service Charges (percentage based fees). You have a choice between Type A and B.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Suggested % Down on Contracts	Def = 0	This setting will suggest a down payment figure on a contract sale.
Name Order on Statements	Def = Last, First	This setting determines what order the program will display the customer's name on the printed statement. Last name, First name or First name Last name.
Invoice History Lookup Order	Def = Ascending	This setting determines the order the invoice history lookup will show on the customer lookup screen. Descending from newest invoice date to the oldest or Ascending from oldest invoice date to the newest.
Default Payment Method	Def = Cash	This setting determines when completing an invoice what payment method the program will default to. You can choose between Cash, Check, Credit Card.

Misc Options – Miscellaneous Options		
Option	Default Value	Description
Num of Close Outs YTD	NA	This setting is used on the weekly close out for YTD averages. Usually this number will be equal to the week number, in some cases this number may be lower. Examples of this would be vacation time or if you do not start your business at the beginning of the year.
Physical Inventory Backup Freq	Def = 5 Minutes	This setting determines the frequency of the internal backup on the physical inventory screen. This screen will attempt to make a copy of what you have on the screen. This is in no way a replacement for manual backups.

Security/Pay Mover Tab:

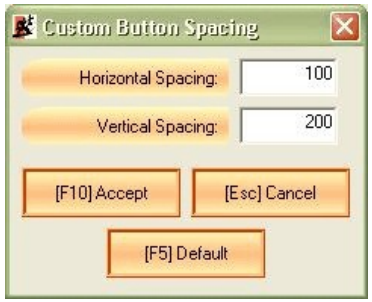


Security/Pay Mover – Security Settings		
Option	Default Value	Description
Activate Program Security	Unchecked (Off)	This setting will activate the system security. Once activated every time the program is started it will prompt the user for a password to enter. Unchecked = The program is unsecured. Checked = The program will prompt for a password before allowing access.
Enter Password	empty	This field contains the set password, if one has been set.
Verify Password	empty	This field is not used unless the password is changed, at which point re-enter the password to verify that it is correct.

Security/Pay Mover – Security Settings		
Option	Default Value	Description
Expire Passwords	Unchecked (Off)	This setting determines if the password will expire after a certain amount of time, forcing the user to create a new one. Unchecked = The password will not expire. Checked = The password will expire based on the amount of time set in the next field.
Expires After	Def = 1 Month	This field contains the duration that a password is valid.

Security Pay Mover – Pay Mover		
Option	Default Value	Description
Use Pay Mover to Process Credit Cards	Unchecked (Off)	These settings are covered in Section 9: Integrated Credit Card Processing.
PPI Token	empty	
Enter your Pay Mover 2 Merchant Center Gateway link here	empty	

Custom Button Spacing:



This screen is provided so the user can adjust how the buttons on the main window look, considering everyone's screen looks different. On this screen you have options for:

- Horizontal Spacing – This is the spacing between the columns, the default value is 100
- Vertical Spacing – This is the spacing between the rows, the default value is 200

Button	Keystroke	Function
Accept	F10	This button will save the changes that were made and adjust the main window accordingly.
Cancel	Esc	This button will close the window without saving any of the changes.
Default	F5	This button will change the settings back to the default values.

Account Status:

This screen allows you to add, edit, and delete customer account statuses. This screen can be accessed from the Utilities menu, Setup, Account Status. This feature is useful for grouping customers together for a particular reason (ex. SKIP08 would be customers who skipped out in 2008). The program provides five default statuses, Active, Inactive, Skip, MovedIN, and MovedOut. The default statuses can not be deleted or modified.

When the screen opens you will have these options:

Button	Keystroke	Function
Add Status	Insert	This button is used to add new account statuses.
Edit Status	Enter	This button is used to modify existing account statuses.
Delete Status	Delete	This button is used to delete existing account statuses.
Save	F10	This button is used to save any changes that were made.
Exit	Esc	This button will close the window without saving any changes.

Adding a new Status:

1. First you will need to click the button labeled “[Insert] Add Status” or press the Insert key.
2. Then a “New Account Status” window will appear. Here enter the new status name you would like to add.
3. When you have finished entering the new name. Click the button labeled “[F10] Proceed” or press the function key F10. You will notice that the new status has been added to the end of the list.

Editing an Existing Status:

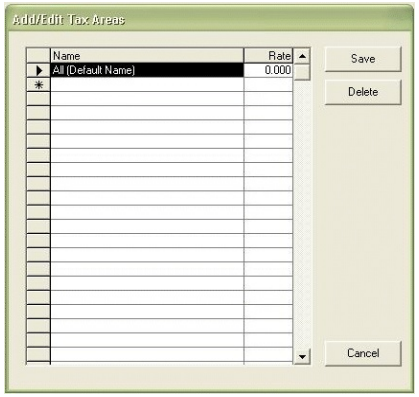
1. First highlight the status that you would like to change. Remember the first five statuses can not be modified or deleted.
2. Next click the button labeled “[Enter] Edit Status” or press the Enter key.
3. Then a “Edit Account Status” window will appear. Here enter the new name for this status.
4. When you have finished entering the new name. Click the button labeled “[F10] Proceed” or press the function key F10. You will notice that the name has been changed.

Deleting an Existing Status:

1. First highlight the status that you would like to delete. Remember the first five statuses can not be modified or deleted. When a status is deleted, all customers that are assigned to this status are reassigned to the default status of Active.
2. Next click the button labeled “[Delete] Delete Status” or press the Delete key.
3. Next you will get a warning screen asking “Are you sure you want to DELETE *status name*?”. Answer Yes, and the status has been deleted.

Any changes that were made to this screen are not permanent until you press the “[F10] Save” button.

Tax Areas:



A tax area is an area that requires tax to be collected at a certain rate; reported, and paid to the governing municipality. In some cases city or local municipalities might cross/cover more than one county municipality making it necessary to divide the city/local municipality into multiple tax areas.

To access the Tax Areas screen, go to the Utilities menu, Setup, Tax Areas. This screen allows you to add the different tax areas you might encounter. Divide the taxes in to their component parts if necessary. Change the tax rate if needed, and delete tax areas that are no longer necessary.

When the screen opens you will have these options.

Button	Keystroke	Function
Save		This button is used to save any changes that were made.
Delete		This button is used to delete the highlighted tax area.
Cancel		This button will close the window without saving any changes that were made.

After setting up tax areas and generating invoice, you must be aware that making changes in the tax rate will affect the sales tax reports. **It is important not to change tax areas in the middle of the week, make changes only after a weekly close.** If you must change or delete tax areas, please do the following prior to making the changes:

1. Request a tax report for that area up to the current date and make a note of that date.
2. Do not request a tax report for the areas changed less than or equal to the date in which the change was made.

Adding a new Tax Area:

1. First find the row in the table with the asterisk(*) in the row indicator, and place the cursor in the Name column, and enter the tax area name.
2. Press the Enter button on the key board to move to the next column Rate, and enter the tax rate. If you have Tax Break Down turned off then proceed to step 6.
3. Press the Enter key to move to the State column and put in the tax rate for the state.
4. Press the Enter key to move to the County (User defined tax 1) column and put in the tax rate.
5. Press the Enter key to move to the Local (User defined tax 2) column and put in the tax rate.
6. Press the Enter key to move to the Other (User defined tax 3) column and put in the tax rate. After you enter this tax rate the program checks to see if the tax rates add up to the tax rate for the line.
7. Press the Enter key to move to the next line this will remove the edit mode status for the line.

Editing an existing Tax Area:

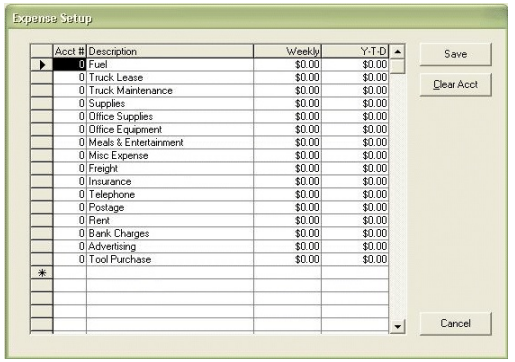
1. First find the row in the table that contains the tax area you want to change.
2. Click on the column that you want to change.
3. After changing the contents of that column, press the Tab key on the keyboard until you get to next line.

Delete an existing Tax Area:

1. First highlight the tax area that you would like to delete.
2. Next click the button labeled “Delete”.
3. Next you will get a warning screen asking “Are you sure you want to DELETE *Tax Area name*?”. Answer Yes, and the status has been deleted.

Any changes that were made to this screen are not permanent until you press the “Save” button.

Expense Accounts:



Within the normal operation of business you will have expenses, MM1 provides a way for you to record these expenses. To Access the setup screen for expenses go to the Utilities Menu, Setup, and Expense Accounts. When you open this screen for the first time you will find a list of default accounts:

- Fuel
- Truck Lease
- Truck Maintenance
- Supplies
- Office Supplies
- Office Equipment
- Meals & Entertainment
- Misc Expense
- Freight
- Insurance
- Telephone
- Postage
- Rent
- Bank Charges
- Advertising
- Tool Purchase

On this screen you can modify any of the accounts listed or add your own. One important thing to note each account has an internal account number that the program maintains. This means if you change the displayed Acct # column, MM1 will continue to associate the previous history with this account. If you want to disconnect the history from this account, you will need to clear the account with the “Clear Acct” button.

When the screen opens you will have these options.

Button	Keystroke	Function
Save		This button is used to save any changes that were made.
Clear Acct		This button is used to clear any and all account information, making it reassign able. This option disconnects the account from history.
Cancel	Esc	This button will close the window without saving any changes that were made.

Adding a new Expense Account:

1. First find the row in the table with the asterisk(*) in the row indicator, and place the cursor in the Acct # column, and enter the account number.
2. Press the Enter button on the key board to move to the next column Description, and enter the account description.
3. Press the Enter key to move to the Weekly column and put in the weekly budget for this account.
4. Press the Enter key to move to the Y-T-D column and put in the amount spent year to date already..
5. Press the Enter key to move to the next line this will remove the edit mode status for the line.

Editing an existing Expense Account:

1. First find the row in the table that contains the expense account you want to change.
2. Click on the column that you want to change.
3. After changing the contents of that column, press the enter key on the keyboard.

Delete an existing Expense Account:

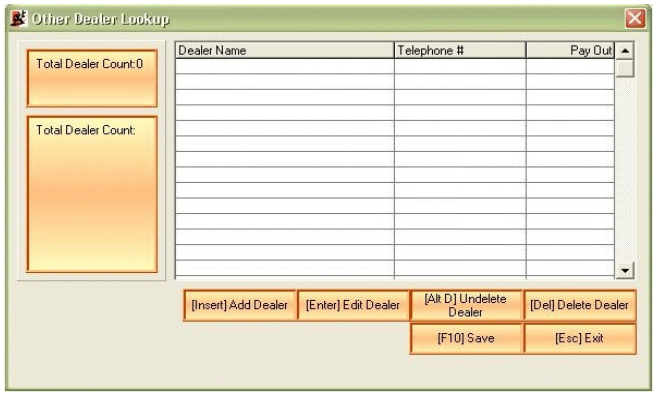
1. First highlight the expense account that you would like to delete.
2. Next click the record indicator for that account, the record indicator is the arrow on the left hand side that points to that line..
3. Now click the “Delete”.

Clearing Expense Accounts:

1. First find the row in the table that contains the expense account you want to change.
2. Click on the that row.
3. Click the button labeled “Clear Acct”.
4. Next you will get a warning screen asking “Clear This Account?”. Answer Yes, and the account has been cleared, and reassigned a new internal account number.

Any changes that were made to this screen are not permanent until you press the “Save” button.

Other Dealer Setup:



This section was provided as an advanced feature, but has become a necessity for business. In the Account Status section you were introduced to the five default statuses; Active, Inactive, Skip, MovedIn, and MovedOut. This section will explain the use of MovedIn and MovedOut statuses.

Within the operation of your business customers will come and go. Not all of the customers that leave will have a zero balance with you. Initially you might change the customers status to Skip, over the course of time another dealer might call you about this customer wondering if the customer is in good standing. You can either confirm this or let the dealer know that he owes you money. In which case you and the new dealer can arrange an agreement for him to collect the rest of the balance owed. After you have this set up MM1 will store this information, and keep track of any and all payments from this dealer.

Now some time has passed and come to find out that one of the new customers on your route has a balance with another dealer. You decide to call that dealer and return the favor. You can collect the remaining balance on his account. After coming to an agreement you can enter the dealer that you are collecting for and

the agreed upon collection fee. At this point MM1 will keep track of all monies that belong to the other dealer until you send him a payment.

This first situation is a MovedOut account status. He has moved out of your area but moved into another area. The second situation is a MovedIn account status. The customer has moved into your area and moved out of the other dealers area. To access the setup of this feature go to the Utilities Menu, Setup, and Other Dealer Setup.

Other Dealer Lookup Screen:

This first window that is displayed is the Other Dealer Lookup screen. This screen contains a list of dealers you have setup in your system. On this screen you have these options.

Button	Keystroke	Function
Add Dealer	Insert	This button is used to add new dealers to the MM1 System.
Edit Dealer	Enter	This button is used to edit existing dealers in MM1
Undelete Dealer	Alt-D	This button unmarks a dealer for delete.
Delete Dealer	Del	This button marks a dealer for delete
Save	F10	This button will save any and all changes made.
Exit	Esc	This button will close the window without saving.

Other Dealer Setup screen:

The second screen in this section displays specific information about the Dealer. On this screen you have these options.

Button	Keystroke	Function
View Old Receipts	F6	This button provides a way of viewing receipts of previous pay outs.
Add Customer	Insert	This button will allow you to add a customer to the currently select tab (MovedIn\MovedOut).
Undelete Customer	Alt D	This button unmarks a customer for delete from the dealers list.
Delete Customer	Del	This button marks the customer for delete from the dealers list.
Save	F10	This button will save any and all changes made.
Exit	Esc	This button will close the window without saving.

Adding a new Dealer:

1. First click the button labeled “[Insert] Add Dealer” or press the key Insert on the keyboard.
2. Next the Other Dealer Setup screen will display. Here enter the dealers name.
3. Next determine if the dealer is active, inactive dealers are listed at the bottom of the list of dealers. These are dealers that you no longer collect from.
4. Next enter the dealer’s contact information.
5. Next you need to enter customers in the Moved In and Moved Out sections, this is optional. For this follow the steps for Adding Moved In/Out Customers.
6. Once you have entered all the information for this dealer, click the button labeled “[F10] Save”.

Editing an existing Dealer:

1. On the Other Dealer Lookup screen, highlight the dealer that you want to change.
2. Click the button labeled “[Enter] Edit Dealer”. This will open the Other Dealer Setup screen.
3. Now make any changes to the dealer information.
4. Once you have finished making changes click the button labeled “[F10] Save”. You will notice that the dealer information will reflect the changes that you made.

Deleting an Existing Dealer:

1. On the Other Dealer Lookup screen, highlight the dealer that you want to delete.
2. Click the button labeled “[Del] Delete Dealer”. This will turn the background color for that line red.
3. To complete the process, click the button “[F10] Save”. Now the dealer is permanently deleted.

Adding Moved In/Out Customers:

1. On the Other Dealer Setup screen (if you are not at this point follow the directions for editing an existing Dealer) Click on the tab that you want to add customers to Moved In Customers or Moved Out Customers.
2. Click the button labeled “[Insert] Add Customer” or press the Insert key on the keyboard.
3. The Select Account window is displayed, on this window you have multiple ways of selecting the customer account. Type in the customers account number if you know the number.

– or –

Click the button labeled “[F2] Search by Name” and find the customer in the list.

– or –

Click the button labeled “[F3] Search by Stop” and find the stop that customer is associated with. Then select the customer from the customers in that stop.

– or –

Click the button labeled "[Alt A] Add Customer" and follow the steps for adding a new customer in the section on Add/Edit Customers.

4. Once you have the customer in the grid, you can now change the percent retained (Moved In) or percent received (Moved Out), and the YTD figures on the account
5. If you have more customers to add go back to step 2 and repeat the process as many times as necessary. Otherwise click the button labeled "[F10] Save". This will save the changes you have made.

Removing a customer from a Dealer:

1. On the Other Dealer Setup screen (if you are not at this point follow the directions for editing an existing Dealer) Click on the tab that you want to remove customers from Moved In Customers or Moved Out Customers.
2. Next Highlight the customer that you want to remove from the dealer.
3. Click the button labeled "[Delete] Delete Customer" or press the delete key on the keyboard.
4. Now the background color for that customer has turned red. This indicates that the customer will be removed when you save the dealer.
5. Click the button labeled "[F10] Save" or press the F10 key. The customer has been removed from the dealer.

Inventory Groups:

Inventory groups are provided as way of separating the inventory into different source warehouses. To access this screen go to the Utilities Menu, Setup, and Inventory Groups. The program provides three default groups, Cornwell, Special, and Other.

When the screen opens you will have these options:

Button	Keystroke	Function
Add Group	Insert	This button is used to add new inventory groups.
Edit Group	Enter	This button is used to modify existing inventory groups.
Delete Group	Delete	This button is used to delete existing inventory groups.
Save	F10	This button is used to save any changes that were made.
Exit	Esc	This button will close the window without saving any changes.

Adding a new Group:

1. First you will need to click the button labeled “[Insert] Add Group” or press the Insert key.
2. Then a “New Group” window will appear. Here enter the new group name you would like to add.
3. When you have finished entering the new name. Click the button labeled “[F10] Proceed” or press the function key F10. You will notice that the new group has been added to the end of the list.

Editing an Existing Groups:

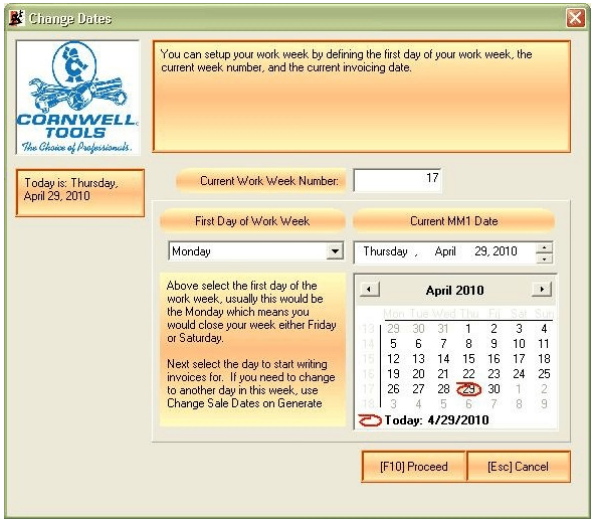
1. First highlight the group that you would like to change.
2. Next click the button labeled “[Enter] Edit Group” or press the Enter key.
3. Then a “Edit Group” window will appear. Here enter the new name for this group.
4. When you have finished entering the new name. Click the button labeled “[F10] Proceed” or press the function key F10. You will notice that the name has been changed.

Deleting an Existing Status:

1. First highlight the group that you would like to delete. When a group is deleted all items assigned to that group are reassigned to the default group, Group 1.
2. Next click the button labeled “[Delete] Delete Group” or press the Delete key.
3. Next you will get a warning screen asking “Are you sure you want to DELETE *group name*?”. Answer Yes, and the group has been deleted.

Any changes that were made to this screen are not permanent until you press the “[F10] Save” button.

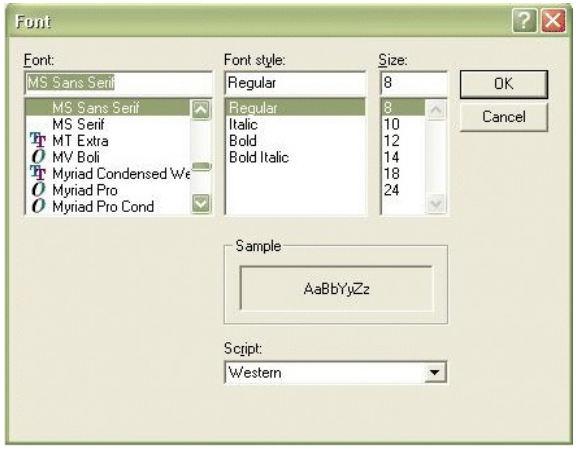
Change Dates:


Change Dates
You can setup your work week by defining the first day of your work week, the current week number, and the current invoicing date.
Today is: Thursday, April 29, 2010
Current Work Week Number:
17
First Day of Work Week
Monday
Current MM1 Date
Thursday , April 29, 2010
Above select the first day of the work week, usually this would be the Monday which means you would close your week either Friday or Saturday.
Next select the day to start writing invoices for. If you need to change to another day in this week, use Change Sale Dates on Generate
April 2010
Today: 4/29/2010
[F10] Proceed
[Esc] Cancel

A window to change dates will appear when you select this category form the Utilities, Setup menu. As mentioned in the MM1 Customization Section, “Dates Out Of Range”. It is recommended that you refrain from changing any dates before closing the week.

Section 3

Change Font:



This option allows you to change the font and font size that the program displays on the screen. Changing this from the default can sometimes produce undesirable results. You may need to try different sizes and fonts to find a satisfactory look for you.

SECTION 4 – Entering Data

Stops Add/Edit:

Defining Your Route:

What is a Route?

A route is a specific itinerary, round, or number of stops regularly visited by a person in the performance of his or her work or duty.

What is a Stop?

A stop is a place where you will conduct business with customers.

A good, well defined route is the backbone of any tool dealer's business, and Stop Add/Edit provides a way of entering your route. Now before you start entering your stops, there are a few things you will want to consider.

- The first and probably the most important, is planning your route. When you plan your route, you will want to consider location, Location, LOCATION, meaning where is the stop located? Where is it located in reference to other stops? How is it situated on the street (avenue, block, etc.)?

- Next you will want to consider time, how long will it take you to complete your route on any given day, and will the stop be open when you get there. This is something you will constantly adjust. When you first start out it will probably take longer to complete your route, but as time progresses you will slip into a comfortable routine.

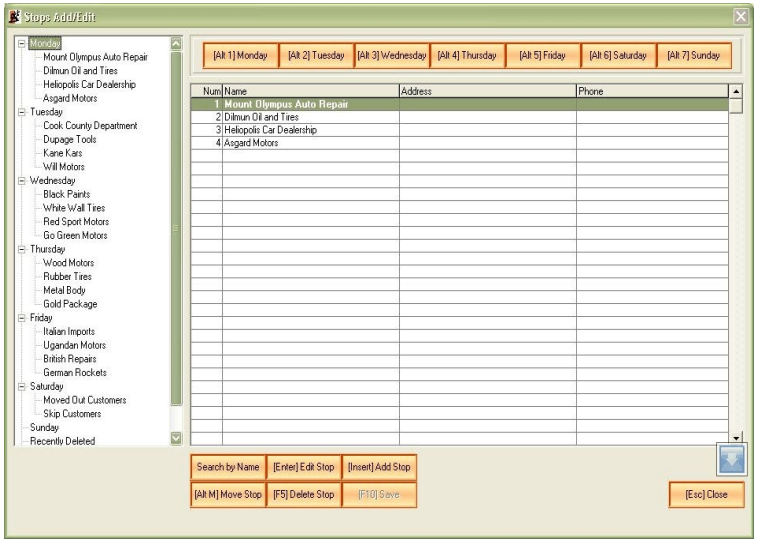
- The next thing you will want to consider, what are your tax areas and which stops are in which tax area. Some dealers will have only one tax area, others will have multiple tax areas depending on how large your territory is. It is very important that you setup your tax areas properly, you will need them later to pay your sales tax (in some

places tax is collected on money collected).

- Lastly you will want to consider program limitations. **MM1 has a limitation of 99 stops per day**. The 99 Stop limit should give you plenty of space to add and delete stops.

You will find that a well structured route will not only save you time but money. Now that you have your route laid out on paper you are ready to enter them into MM1.

NOTE: Before you can add any stops you must enter at least one valid Tax Area.



The Stop Add/Edit screen provides several features to help customize your route. Like many of the other screens in MM1 you can add, edit and delete stops. You can also move stops, and recover deleted stops. These features will be explained later.

When you first open this screen, on the left hand side you will see a list of all the stops divided by day, Monday thru Sunday. Toward the bottom of the display you will find, entries for “Recently Deleted Stops” and “Deleted Stops”. These two entries contain stops that were deleted in this session, or in previous sessions (these two entries will be discussed in further detail later). Clicking on any of the stops or days, will automatically load the list of stops for that day in the display on the right hand side.

On the right hand side of the screen, at the top you will find seven buttons with the days of the week. These buttons allow you to switch to a different day, changing the contents of the grid below to list the stops for that day.

Below the days of the week you will find a grid containing a detailed listing of the stops on that particular day. This display contains the stop number, name, address, and phone number.

Just below the grid you will find seven more buttons. These buttons provide the functionality for the screen.

Button	Keystroke	Function
Search by Name/List by Route		This button will toggle between listing the stops by name or by placement on the route.
Edit Stop	Enter	This button allows you the ability to modify the stop’s information i.e. stop name, address, phone number, contact person, etc.
Add Stop	Insert	This button provides a way of adding stops to the route, and storing pertinent information.
Move Stop	Alt-M	This button allows you to change the placement of the stop to another location.
Delete Stop	F5	This button provides a way of deleting a stop on the route.
Save	F10	This button allows you to save any changes that you make to the route.
Close	Esc	This button closes the screen without saving any route changes.

NOTE: Any changes made to the route must be saved by pressing “[F10] Save” button, otherwise the route will revert back to it original state. This does not pertain to changes made directly to the stop, any stops that were modified will retain any changes made.

Adding a new stop:

1. First you will need to select the day to add the stop to. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
2. Click on the button located at the bottom of the screen labeled “[Insert] Add Stop” or right click on the grid and choose “Add” from the popup menu.
3. Next you will see the Add/Edit Stop window, here you will have the opportunity to enter the stop information (name, address, city, state, zip code, telephone, contact, and tax area).
4. When you have completed this information, Click “[F10] Save” to save the stop and continue with the stop creation, or “[Esc] Close” to abort the add.
5. After saving the stop you will be prompted to add an account for the stop (this part is optional and has no baring on the stop creation). If you choose to create and account answer yes and select the account type. The program will create the account using the information supplied for the stop.
6. The new stop has been created, and placed at the end of the current day.

Editing a stop:

1. First you will need to select the day the stop is located on. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
2. Now highlight the stop in the list, and click “[Enter] Edit Stop” or right click on the grid and choose “Edit” from the popup menu.
3. Next you will see the Add/Edit Stop window, here you will have the opportunity to modify the stop information (name, address, city, state, zip code, telephone, contact, and tax area).
4. When you have completed this information, Click “[F10] Save” to save the stop, or “[Esc] Close” to abort the changes.

Moving a stop within a day:

1. First you will need to select the day the stop is located on. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
2. Now highlight the stop in the list, and click “[Alt M] Move Stop” or right click on the grid and choose “Move Stop” from the popup menu.
3. Now use the up and down arrow keys on the keyboard or click the new position with the mouse to place the highlight in the correct location.
4. Now click “[Alt M] Place Stop” or right click on the grid and choose “Place Stop” from the popup menu, this will reposition the stop to that location, and remove the special highlight, or click “[Esc] Abort Move” to place the stop back.

– or –

You can use the drag and drop feature, by left clicking on the stop you want to move and drag it to the new position.

Moving a stop to another day:

1. First you will need to select the day the stop is located on. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
2. Now highlight the stop in the list, and click “[Alt M] Move Stop” or right click on the grid and choose “Move Stop” from the popup menu.
3. Now select the day on the left hand side of the screen or find the appropriate day button at the top of the screen. This will place the stop at the end of the list of stops.
4. Now use the up and down arrow keys on the keyboard or click the new position with the mouse to place the highlight in the correct location.

5. Now click “[Alt M] Place Stop” or right click on the grid and choose “Place Stop” from the popup menu, this will reposition the stop to that location, and remove the special highlight, or click “[Esc] Abort Move” to place the stop back.

– or –

You can use the drag and drop feature, by left clicking on the stop you want to move and drag it to the new position.

– or –

Right click on the stop you want to move to another day, choose “Send”. Another menu will slide out to the side, here select the day you want to send the stop to.

Deleting a stop:

1. First you will need to select the day the stop is located on. You can select the day on the left hand side of the screen or find the appropriate day button at the top of the screen.
2. Now highlight the stop in the list, and click “[F5] Delete Stop” or right click on the grid and choose “Delete” from the popup menu.
3. Next you will see a delete confirmation screen, answering “Yes” will place this stop in the recently deleted stops (Stops can not be deleted if they contain customers).

Recovering a stop recently deleted:

On the left hand side of the screen you will find the route listing. At the bottom of the list you will find “Recently Deleted”, select this entry. Now find the stop that you want to recover. Then follow the steps for moving a stop to another day.

Recovering a deleted stop:

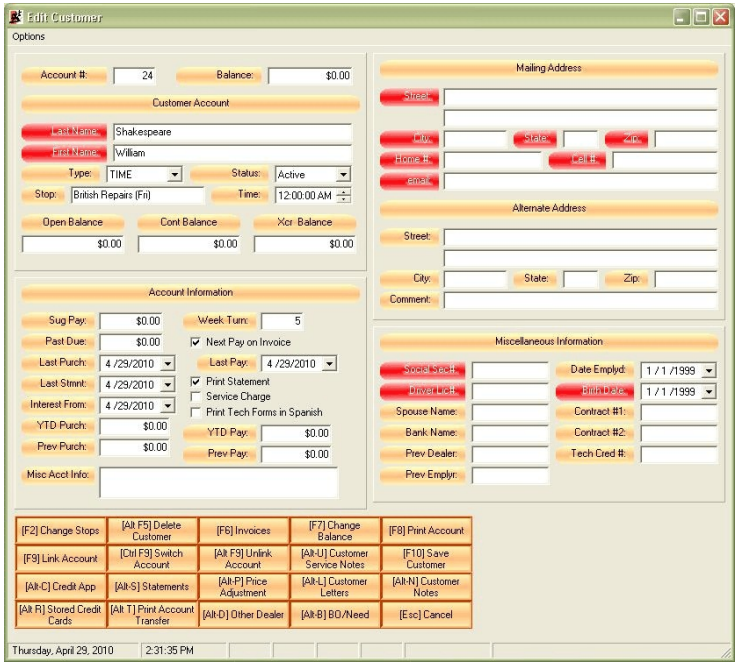
Recovering a stop that was deleted previous to this session is similar to recovering a “Recently Deleted” stop. The only difference you will need to edit the stop name.

Changing the tax rate for a Stop:

If you are just changing the tax area for a stop you would follow the steps for Editing a Stop. If the tax rate has changed for a tax area, this information is cover in the section about Tax Areas.

Add/Edit Customer:

Customer maintenance is probably just as important as inventory control. Without inventory you have nothing to sell, likewise without customer you have no one to sell to. In MM1 you are provided with a way of adding new customers/accounts, editing and deleting. You also have a way of linking accounts together under one customer.



Before we go any further let's explain that, a customer is the physical person you see on your route, an account is the customer's information stored in the MM1 system. A customer can have up to four different accounts. These accounts are listed below.

Type	Description
Time	Also known as TP, Time Pay, or Time Payment. This account type will use the default settings on the options screen for suggested payment and weeks turn. These settings can be modified on an account by account basis.
Open	This account type does not use the number of weeks turn or suggested pay fields. The suggested payment for this account is as suggested open.
Cont	This account type does not use the number of weeks turn or suggested pay fields. For a detailed explanation of how to use a contract account, see Handling Contract Accounts.
XCR	Also known as SA, or Service Agreement. This account type will provide a calculation screen for suggested payments, using the suggested payment and weekly turn a little different than the Time account does. For more information see Handling XCR Sales.
Tech	(Cornwell Only) Also known as Tech Credit. This account is used for Cornwell's finance program and uses the number of weeks turn and suggested pay fields (these fields are read only). For a detailed explanation of how a Tech Credit account functions, see Handling Tech Credit Accounts.

To access the Add/Edit Customer screen go to the Accounts menu, and Add/Edit Review. The first screen that is displayed is the Select Account window. From here you have these options.

Button	Keystroke	Function
Enter	Enter	This button will load the account that is represented by the number type in next to Account number.
Add Customer	Alt-A	This button will start the process of adding a customer. The Add/Edit Customer screen will display as an empty slate.
Search by Name	F2	This button will display the Customer Lookup screen in alphanumeric order by last name.
Search by Stop	F3	This button will display the Stop Lookup first and then display the customer lookup for the chosen stop.

The Add/Edit Customer screen is the electronic entry form for maintaining customers in MM1 and your business. This screen is divided into five sections.

1. Basic Customer Account Information
2. Customer Contact Information
3. Account Information
4. Miscellaneous Information
5. Command Buttons/Features

Basic Customer Account Information	
Field	Description
Account #	This field holds the customer account number. This is READ ONLY.
Balance	This field holds the customer's balance. This field is also READ ONLY.

Basic Customer Account Information	
Field	Description
Last Name	These fields are provided for the first and last name of the customer, at least one them needs to be filled in before you can save.
First Name	
Type	This field contains what type of account it is; Time, Open, Cont, XCR, and Tech (Cornwell Only).
Status	This field contains the status of the account; Active, Inactive, Skip, Moved In, Moved Out, or any user-defined statuses you might add. See Account Status
Stop	This field is READ ONLY, and contains the stop assigned to this customer. The stop can be change from the Change Stop button.
Time	This field contains an estimated time to see this customer. This field is use to organize the customers in a shop.
Other Acct Balances	These fields are READ ONLY, and provide a picture of the customer's other accounts and balances.

Customer Contact Information	
Field	Description
Street	These fields contain the mailing address for the customer.
City	
State	
Zip	

Customer Contact Information	
Field	Description
Home #	This field contains the customer's home phone number.
Cell #	This field contains the customer's cell phone number.
email	This field contains the customer email address.
Street	These fields contain an alternate/secondary mailing address.
City	
State	
Zip	
Comment	This field is used for any comments you might want to put on the customer.

Account Information	
Field	Description
Sug Pay	This field is only available on Time, XCR, and Tech account types. It provides a place to store the customers suggested payment. This field is READ ONLY on Tech Credit Accounts.
Week Turn	This field holds the weekly turn that the program will use to recalculate the suggest payment. This field is only available on Time, XCR, and Tech account types. This field is READ ONLY on Tech accounts.
Past Due	This field contains the past due amount, the amount the customer owes you from skipped or short payments.

Account Information	
Field	Description
Next Pay on Invoice	This option determines if the customers New Weeks Payment shows up on the printed invoice.
Last Purch	This field holds the last time the customer made a purchase.
Last Pay	This field holds the last time the customer made a payment.
Last Stmnt	This field holds the last time you created a statement for the customer.
Interest From	This field holds the date to charge interest from. This field is updated on purchases and payments.
Print Statement	This field is used when processing batch statements, if this field is checked, in batch mode the program will print a statement for this customer.
Service Charge	This field determines if the program will add a service charge to this account in batch mode.
Print Tech Forms in Spanish	This field determines if the program will print Tech Credit forms in English or Spanish.
YTD Purch	This field holds the year to date purchase amount.
YTD Pay	This field holds the year to date payment amount.
Prev Purch	This field holds the previous year to date purchase amount.

Account Information	
Field	Description
Prev Pay	This field holds the previous year to date payment amount.
Misc Acct Info	This field is free form and can be use for any other account miscellaneous information.

Miscellaneous Information	
Field	Description
Social Sec #	This field holds the customers social security number.
Driver Lic#	This field holds the customer driver license number.
Spouse Name	This field holds the customers spouse's name.
Bank Name	This field is used to store the name of the customer's bank.
Prev Dealer	This field holds the name of the customer's previous tool dealer.
Prev Emplyr	This field holds the name of the customer's previous employer.
Date Emplyd	This field holds the date the customer started working for this employer.
Birth Date	This field holds the customer's birth-date.
Contract #1	These fields will hold any contract numbers you might have with the customer.
Contract #2	

Miscellaneous Information	
Field	Description
Tech Cred #	(Cornwell Only) This field holds the customer's Tech Credit number.

Button	Keystroke	Function
Change Stops	F2	This button provides a way of selecting the customer's stop.
Delete Customer	Alt-F5	This button provides a way to delete the current customer account.
Invoices	F6	This button will list all current customer Invoices.
Change Balance	F7	This button will allow you to change the customer's balance. It will also create an invoice indicating the balance change.
Print Account	F8	This button will provide a way of printing the customer's information, when you select Brief or Detailed, and a list of invoices between the dates provided.
Link Account	F9	This button will link two accounts together, whether new or existing.
Switch Account	Ctrl-F9	This button allows you to switch between different account types for this customer.
Unlink Account	Alt-F9	This button will break the link between account types.

Button	Keystroke	Function
Customer Service Notes	Alt-U	This button displays any customer service notes this customer might have.
Save Customer	F10	This button will save the current customer account.
Credit App	Alt-C	This button provides a way of creating a credit application for the customer. This option is used mostly on Tech Credit customers.
Statements	Alt-S	The button will list the dates and the balances associated with statements that were sent to the customer.
Price Adjustment	Alt-P	This button provides a way of setting a price multiplier for an individual customer.
Customer Letters	Alt-L	This button provides a way of printing customer letters.
Customer Notes	Alt-N	This button provides a way of editing customer popup notes (the notes popup on Generate Invoices).
Stored Credit Cards	Alt-R	This button displays a screen where you can store customer credit cards.
Print Account Transfer	Alt-T	This button will print an account transfer form.
Other Dealer	Alt-D	This button will setup the other dealer information for a MovedIn/MovedOut customer.

Button	Keystroke	Function
BO/Need	Alt-B	This button will display the customer's BO/Need items.
Cancel	Esc	This button will close the customer account window without saving any information.

Handling Contract Accounts:

Contract account types are used for customer accounts whose balance is being sold to a finance company.

Below is an example of a typical contract sale and payment. Refer to this example as needed.

Your customer wants to purchase a tool box and wants to finance it using an approved finance company.

The ticket total is $1200.00.

You are going to collect a $200.00 down payment from your customer on completion of the sale.

The customer will be financing $1000.00 with the finance company.

1. Create or bring up the customers Contract account. DO NOT USE ANY OTHER ACCOUNT TYPE OTHER THAN CONTRACT.

2. Create the credit application if needed. If the finance company requires an invoice showing quantity, description and price of the items, create an Invoice in Progress for the purchase. Submit the required documents to the contract company for approval.

3. After contract is approved, complete the sale by recalling the Invoice in Progress and totaling the ticket. Remember to receive the $200.00 down payment at this time.

4. When the finance company payment is received, choose Contract Payments, select the customer that the payment is to be received and receive the payment as in the following example.

	Amount	Description
Contract Total	$1000.00	This is the total of the customers financed balance amount.
Received	$850.00	This the amount of the check or the credit received form the finance company less any discounts and hold back fees.
Discount	$150.00	This is the total of fees retained by the finance company. The customer balance will be 0 for this contract. If any hold back money is returned it will be received from the contract company.

5. Press on the text box and select the method of payment.

The weekly and Year to Date totals will be printed with the weekly report.

NOTE: Contract accounts differ from any other account type. The only time that you receive money using the [T] for total is at the time of the initial sale. This is for accepting down payments. All other payments on this account will be processed through the contract payments screen.

Creating a contract account:

Choose Add/Edit/Review from the Accounts heading. Add a new account. Fill in all required information and select CONT for the account type. Fill out all the customer fields including phone numbers, social security number, birth date and drivers licence number. Some of the data fields are mandatory if you want to fill out a credit application.
You will have a few more selections available while creating a contract account.

After entering all the necessary information you can create a credit application by clicking on Credit App.

The credit application screen will appear. If you are missing important information on the account screen the system will prompt you to fill in any missing data before continuing.
Fill out all of the necessary fields in the application. Fields marked with an (*) and in RED are required fields to process the application correctly.

NOTE: The credit company needs the application completed with all mandatory fields in order to process!
When finished you can choose to print the application or store it to print later. This application information will be stored with the account. If you don't have time to complete the application in one sitting or the information is not available, you can recall it and finish it at any time.

Processing a Contract Sale:

After setting up your account you are ready to proceed. If you are submitting the credit application you will need to include a list of the items that your customer is planning to purchase. The recommended way to create this list is to create an invoice in progress (explained in your manual under Generate Invoice). Create an invoice for the items that you are selling on contract. However, instead of totaling the invoice, use the [F9]or IIP button to store the invoice and print an invoice in progress for the items. You will submit this list with the application.

When the application is approved and you are ready to complete the sale, you will need to process the Invoice in Progress. The following will explain how to proceed.

Select the account and bring them up on the invoice screen. Press the [F9] key / IIP button to recall the Invoice in Process.

Make any changes to the invoice if necessary and press [T] to total the invoice. Enter any down payment in the Received On Account space. Your system will know that it is a down payment and include it in your completed business. The system only enters the

received on acct. amount into completed business on the initial transaction. All payments received on this account whether in the form of credits or checks will be received through the Contract Payments screen.

Notes on Contract Account Payments:

You should only update a contract customers balance by receiving contract payments. If you have a payment come in on a deleted account or you had previously changed the customers balance, you will need to use "Contract Payment Received - No Customer".

A few common questions regarding contract accounts.

Q. What happens to my down payment taken from the customer?
A. The down payment taken at the time of a contract sale will become collected funds and completed business at the time of the sale.

Q. How do I collect the remaining balance and what do I do with the hold back/discount fee that the contract company charges me?
A. To collect the remaining balance you use Contract Payments from the Menu under the INVOICING heading.

Q. Why is the hold back/discount taxable as collected money.
A. Because you are still liable for the sales tax on the entire sale.

Handling Tech Credit Accounts:

Creating a New Tech Credit account (Cornwell Only):

Choose Add/Edit/Review from the Accounts heading or [A] the ADD button from the invoice screen. Add a new account. Fill in all required information and select TECH for the account type. Enter the Tech Credit account # supplied by Cornwell in the field labeled Tech Credit #: Fill out all the customer fields including phone numbers, social security number, birth date and drivers licence number.

Processing a Tech Credit Sale:

After you create the Tech Credit contract account for your customer, you can process the sale of item(s) as you would any invoice. The main difference would be that after processing a sale on a tech credit account, your customer's balance and tech amount received will be set back to $0.00.

Tech Credit Report:

The Tech Credit report with all weekly and yearly totals will be printed at the end of the week on the weekly.

Below is an example of a typical tech credit sale and payment. Refer to this example as needed.

Your customer wants to purchase a tool box and wants to finance it using Tech Credit.

The ticket total is $1200.00.

You are going to collect a $200.00 down payment from your customer on completion of the sale.

The customer will be financing $1000.00 with Tech Credit.

1. Create or bring up the customers Tech Credit account. DO NOT USE ANY OTHER ACCOUNT TYPE OTHER THAN Tech Credit.

2. Create the credit application, submit the required documents to the Cornwell Tech Credit Department for approval.

3. After the application is approved, complete the sale remember to receive the $200.00 down payment at this time.

4. MM1 will do all of the necessary bookkeeping.

Note: The customers balance will go to $0.00 because your payment will be received as a credit from Cornwell. You will still take payments on the account but the balance will be calculated by the Tech Credit department. Your weekly statement from Cornwell will show an accurate balance for the customer.

Handling XCR Accounts:

Extended Credit agreements are referred to as XCR accounts. These accounts are not figured in TP turn.

Below is an example of a typical XCR sale. Refer to this example as needed.

Your customer wants to purchase a tool box and you have agreed to personally finance his account.

The ticket total is $1200.00.

You are going to collect a $200.00 down payment from your customer on completion of the sale.

You are holding $1000.00 plus an agreed upon service fee on account for him.

1. Load the customer's account on Generate Invoices.
2. Add all of the items the customer wants to purchase.
3. On a blank line click the button labeled "[Alt-S] Service Charge". Enter you can enter the amount or proceed to the calculation screen. For More information go to XCR Report.
4. Once you have the agreed upon amount on the invoice finish the invoice off. MM1 will store the agreed upon settings, suggested payment and weekly turn.

Customer Correspondence:

The Customer Correspondence screen centralizes keeping in contact with customers. This screen provides access to these options:

Report	Description
List Accounts	This option provides you with a list of accounts filtered by account type and status.
Statements	This option produces single or batch statements for your customers.
Tax Statements	This option produces individual or batch tax statements for your customers.
Print Letters	This option creates customer letters that can mailed to your customers.
Mailing Labels	This option creates mailing labels for your customers, or return labels for yourself.

List Accounts:

This report produces a list of customers based on the selections you choose.

1. After selecting List Accounts you will be prompted to select the account status and type. To do this place a check mark in the corresponding box.
2. The next screen prompts you for the sort order, you can choose between; Last Name, Balance, Last Purchase Date, Last Payment Date, YTD Purchase Amount, YTD Payment Amount, Phone Number, Account Number, Route. Highlight the order you prefer and click "[F10] Proceed".
3. The next screen determines how many lines of detail to print on the report. Click "[F10] Proceed" to continue.
4. The program produces the report.

Statements:

This selection will generate customer statements that can be used for billing purposes, or a simple reminder. This option allows you to generate the statements for a single customer or multiple customers.

Single Statement:

After selecting Statements you will have several options for producing a single statement.

1. Enter the customer account number in the input field, and click the Enter key on the keyboard.

   – or –

   Click the button labeled "[F2] Search by Name. This will produce a list of customers sorted by last name. Highlight the customer you want and click "[Enter] Select Customer".

   – or –

   Click the button labeled "[F3] Search by Stop. This will produce a list of stops to select from. Once you have selected the stop you will be presented with a list of customers in that stop. Highlight the customer you want and click "[Enter] Select Customer".

2. Next you will be presented with a verification window. This window will display the customer's name, balance, and the last 12 statement dates and balances. If this is the correct customer click the button labeled "[F10] Proceed".

3. The next window is the Terms and Comments window. Here you will

   a. Select the starting date of the statement,
   b. Select any comments that you would like to place on the statement,
   c. And select any terms (conditions of payment) to display on the statement.

4. Once you have everything selected click the button labeled "[F10] Proceed"

This will produce the statement for a single customer.

Multiple Statements (Batch):

To generate multiple statements at the same time (this is considered batching) follow the directions below.

1. Click the button labeled “[F4] Batch”

2. The next window is the Terms and Comments window. Here you will

   a. Select the starting date of the statement,
   b. Select any comments that you would like to place on the statement,
   c. Select any terms (conditions of payment) to display on the statement,
   d. Select whether to print statements for accounts with a zero balance,
   e. And Select whether to print statements only for those customers that have Statement = ‘Y’

3. Once you have everything selected click the button labeled “[F10] Proceed”

4. The next window provides a choice of which accounts to select based on account type and status. Select only the ones that you want by putting a check next to it. Once you have completed that click the button labeled “[F10] Proceed”

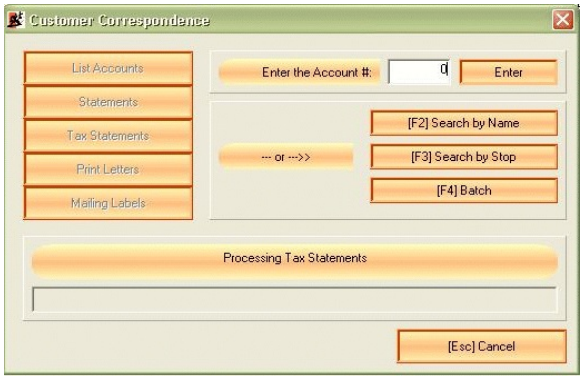
This will produce statements for the accounts that match the filters set.

Terms and Comments:

This window also provides the ability to modify the list of

Terms and Comments. In the tables for each you will find buttons for Add, Edit, and Delete. These buttons provide some flexibility with each section.

Tax Statements:



This selection will generate customer tax statements that can be used for tax reporting purposes. This option allows you to generate tax statements for a single customer or multiple customers.

Single Statement:

After selecting Tax Statements you will have several options for producing a single statement.

1. Enter the customer account number in the input field, and click the Enter key on the keyboard.

   – or –

   Click the button labeled “[F2] Search by Name. This will produce a list of customers sorted by last name. Highlight the customer you want and click “[Enter] Select Customer”.

– or –

Click the button labeled “[F3] Search by Stop. This will produce a list of stops to select from. Once you have selected the stop you will be presented with a list of customers in that stop. Highlight the customer you want and click “[Enter] Select Customer”.

This will produce the statement for a single customer.

Multiple Statements (Batch):

To generate multiple statements at the same time (this is considered batching) follow the directions below.

1. Click the button labeled “[F4] Batch”

2. The next window provides a choice of which accounts to select based on account type and status. Select only the ones that you want by putting a check next to it. Once you have completed that click the button labeled “[F10] Proceed”

3. The next screen prompts you for the sort order, you can choose between; Last Name, Balance, Last Purchase Date, Last Payment Date, YTD Purchase Amount, YTD Payment Amount, Phone Number, Account Number, Route. Highlight the order you prefer and click “[F10] Proceed”.

This will produce statements for the accounts that match the filters set.

Print Letters:

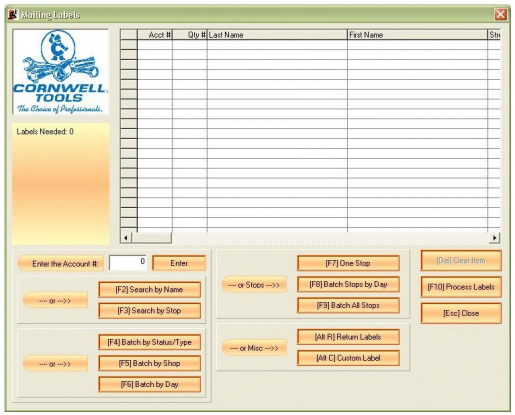
This selection will produce customer letters that can be mailed out. This section only allows for multiple letters, to print a single letter, this is available on the Add/Edit Customer screen.

To produce these letters, select Print Letters and follow the directions below.

1. The next window provides a choice of which accounts to select based on account type and status. Select only the ones that you want by putting a check next to it. Once you have completed that click the button labeled “[F10] Proceed”
2. The next window provides you with a selection window of letter templates. By default you will have 1stSkip, 2ndSkip, and 3rdSkip, this window will also list any other letters you have created. Select the letter that you would like to send and click the button labeled “Open”

This will produce the desired letters.

Mailing Labels:



This selection will generate mailing labels to be used with any of the previous selections or alone. This screen will allow you to add customers one at a time or multiple customers, stops, return labels or custom labels.

Adding Single Customers:

Enter the customer account number in the input field, and click the Enter key on the keyboard.

– or –

Click the button labeled “[F2] Search by Name. This will produce a list of customers sorted by last name. Highlight the customer you want and click “[Enter] Select Customer”.

– or –

Click the button labeled “[F3] Search by Stop. This will produce a list of stops to select from. Once you have

selected the stop you will be presented with a list of customers in that stop. Highlight the customer you want and click “[Enter] Select Customer”.

Adding Multiple Customers:

Click the button labeled “[F4] Batch by Status/Type”. This window provides a choice of which accounts to select based on account type and status. Select only the ones that you want by putting a check next to it. Once you have completed that click the button labeled “[F10] Proceed”

– or –

Click the button labeled “[F5] Batch by Shop”. This option displays the Stop Lookup, select the stop that contains the customers that you want to add to the list. Once you have the stop highlighted click the button labeled “[Enter] Select Stop”

– or –

Click the button labeled “[F6] Batch by Day”. This option will display a window listing the days of the week. Select the day of the week that you want to added the customers for. Once you have the day select click the button labeled “[F10] Proceed”

Adding Stops Address:

Click the button labeled “[F7] One Stop”. This option will display the Stop Lookup window. Select the stop that you want to add to the list. Once you have the stop highlighted click the button labeled “[Enter] Select stop”

– or –

Click the button labeled “[F8] Batch Stops by Day”. This option will display a window listing the days of the week. Select the day of the week that you want to add the stops

for. Once you have the day selected click the button labeled “[F10] Proceed”

– or –

Click the button labeled “[F9] Batch All Stops”. This option will add all of the stops listed on the working days.

Other Address:

Click the button labeled “[Alt R] Return Labels”. This option will prompt you for how many return address labels you need. Once you have enter the amount click the button labeled “[F10] Proceed”.

– or –

Click the button labeled “[Alt C] Custom Label”. The Enter Quick Address window opens, here enter the address information. Once you have all of the information entered click the button labeled “[F10] Accept”

Once you have all of the labels in the list that you want to print click the button labeled “[F10] Process Labels”. The next window provides of choice of different label templates. Click the button labeled “Open”.

Yearly History:

NOTE: Yearly History is used to review customer history (accounts and invoices) from previous years. This section of the program will only display years prior to 2008. If you started using the program in 2008 or later, this section is not used.

To view previous years history first you must select the year you are interested in, from the drop down list. Next you will need to select the account to view. There are 3 ways to select the customer account.

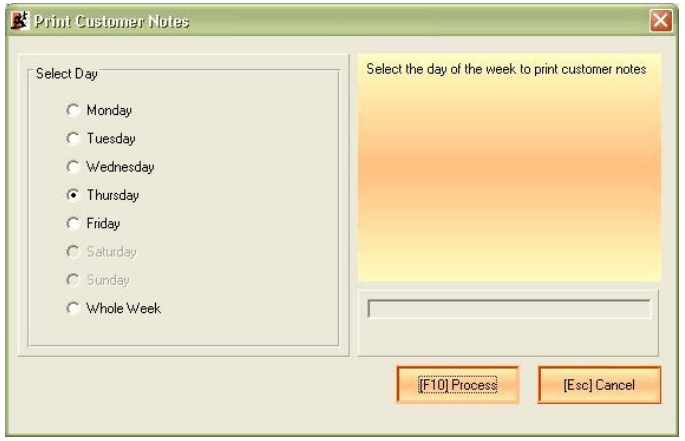
Button	Keystroke	Function
Enter	Enter	This button will load the account that is represented by the number typed in next to Account number.
Search by Name	F2	This button will display the Customer Lookup screen in alpha-numeric order by last name.

Button	Keystroke	Function
Search by Stop	F3	This button will display the Stop Lookup first and then display the customer lookup for the chosen stop.

The Add/Edit Customer is the same as the one in Add/Edit/Review with the same entry fields. The options on this screen are limited to five buttons.

Button	Keystroke	Function
Invoices	F6	This button will list all customer Invoices for the selected year.
Print Account	F8	This button will provide a way of printing the customer's information, when you select Brief or Detailed, and a list of invoices between the dates provided.
Statements	Alt-S	The button will list the dates and the balances associated with statements that were sent to the customer.
Stored Credit Cards	Alt-R	This button displays a screen where you can store customer credit cards.
Cancel	Esc	This button will close the customer account window without saving any information.

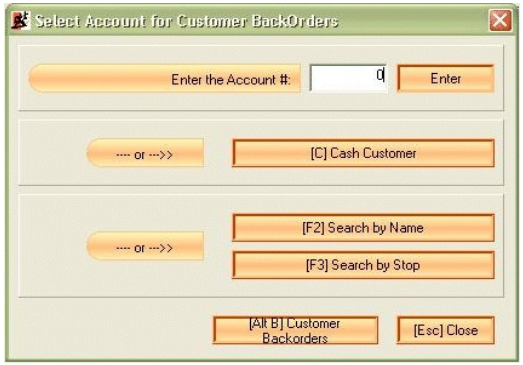
Customer Notes:



This feature is a report that will print all of the customer notes for the selected day. On this screen select the day, then click the button labeled "[F10] Print".

Button	Keystroke	Function
Print	F10	This button will create a printout of the selected days customer notes.
Close	Esc	This button will close this window.

Add/Edit BO & Needs:



This screen provides a place to maintain customer BO/Needs. On this screen, you select the account and which list to manage (BO/Needs). There are four ways to select an account to work on.

Button	Keystroke	Function
Enter	Enter	This button will load the account that is represented by the number typed in next to Account number.
Cash Customer	C	This button will display the BO/Needs items assigned to cash customers.
Search by Name	F2	This button will display the Customer Lookup screen in alpha-numeric order by last name.
Search by Stop	F3	This button will display the Stop Lookup first and then display the customer lookup for the chosen stop.

To switch between Backorder/Need Items, click the button labeled.

Button	Keystroke	Function
Customer Backorders	Alt-B	This button will switch to the customer's backorder list.
Customer Needs	Alt-N	This button switches to the customer's needs list.

Once you select the account the " Customer Backorder and Needs For:" window will display the a list of BO/Need Items that the customer has requested. On this screen, these options are available.

Button	Keystroke	Function
Add	Alt-A	This button provides an entry screen to add new items to BO/Needs list.
Edit	Alt-E	This button provides an entry screen to edit the values for this BO/Need item.
Delete	Alt-D	This button provides a way to delete items from the BO/Needs list.
History	Alt-H	This button provides a way to view the history for a particular item.
Cancel	Esc	This button will close this window.

Account Aging:

This feature is located on the Accounts menu, Account Aging Report. This report will show each account and the money that is out 1-30 days, 31-60 days, 61-90 days, 91-120 days, and 121 + days. You will also see the total owed and a status column. The status will track if the account name had changed or if there is money not accounted for in the report.

SECTION 5 – Handling Daily Transactions

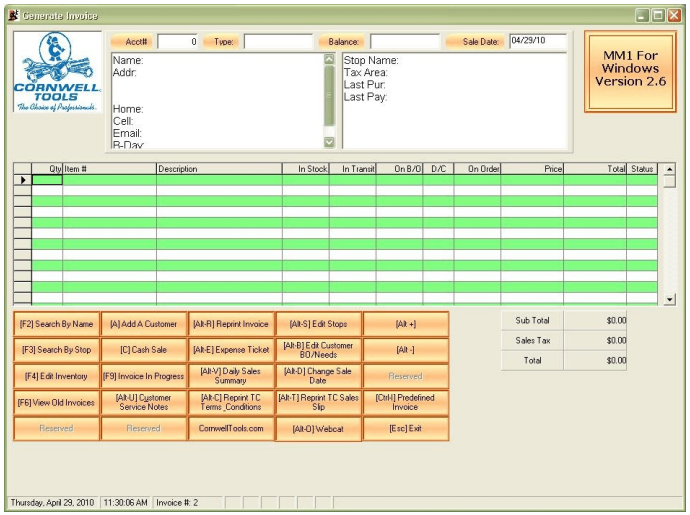
Generate Invoices:

This is the section of the program where you will spend the majority of your time. From here you can access most of the programs features; you can maintain customer accounts and stops, void and reprint invoices, write expense tickets, and check your daily sales figures.

This screen is divided into three sections. The top includes the program icon, and version along with customer information. The middle section is the sales grid, this section will fill with items as you sale them. The bottom section contains all of the buttons (features/options), the totals for the grid and the status bar at the bottom of the screen.

Generate Invoices presents two different sets of options and features depending on whether an invoice is loaded. In this section we will divide the features into Unloaded Invoice, and Loaded Invoice.

Invoice Screen:



Button	Keystroke	Function
Search by Name	F2	This button will allow you to load a customer on Generate Invoice, searching by the customer's name.
Add A Customer	A	This button provides a way to add new customers instantly.
Reprint Invoice	Alt-R	This button reprints the last completed invoice.
Edit Stops	Alt-S	This button provides a way of editing your route without leaving Generate Invoices. For more information on editing stops see Stop Add/Edit.
Alt +	Alt +	This button provides a temporary price increase.

Button	Keystroke	Function
Search by Stop	F3	This button will load the Stop lookup screen allowing the user to search for a customer through his/her stops.
Cash Sale	C	This button will start a new invoice designated as a Cash Sale.
Expense Tickets	Alt-E	This button will allow you to record any expense you might encountered without leaving Generate Invoices. For more information see the section on Expense Tickets.
Edit Customer BO/Needs	Alt-B	This button will allow you to maintain customer BO/Needs for more information see Customer BO/Needs.
Alt -	Alt -	This button provides a temporary price decrease.
Edit Inventory	F4	This button allows the user to edit inventory items.
Invoice In Progress	F9	This button will load a previously created Invoice in Progress.
Daily Sales Summary	Alt-V	This button produces a window that displays the current sales, tax, and collections.
Change Sale Date	Alt-D	This button opens a window that displays a list of dates representing the current work week. You can switch the current sales date using this feature.

Button	Keystroke	Function
View Old Invoices	F6	This button will display the View/Void old Invoices screen. For more information see View/Void old Invoices.
Customer Service Notes	Alt-U	This button displays the Customer Service Notes list.
Reprint TC Terms & Conditions	Alt-C	This button prints a Tech Credit Terms and Conditions form for the last completed Tech Credit Sale, even if one did not print the first time.
Reprint TC Sales Slip	Alt-T	This button prints the last Tech Credit Sales Slip from a completed Tech Credit sale.
Predefined Invoice	Ctrl-I	This button displays a list of predefined invoices.
CornwellTools.com		This button launches the default web browser with the cornwelltools.com address.
Webcat	Atl-O	This button launches the default web browser with the webcat address.
Exit	Esc	This button closes the window.

The first five options listed below all deal with starting an invoice, either by loading a customer or loading an invoice in progress. The rest are options and features that are available for convenience.

Search by Name:
This button loads the Customer Lookup window. This window provides a complete list of customers in the system alphabetically by last name, first name. Below you will find a list of the columns that are displayed.

Column	Description
Last Name	This column displays the last name.
First Name	This column displays the first name.
Acct #	This column displays the account number.
Type	This column displays the customer account type (Time, Open, Cont, XCR, Tech)
Status	This column displays the customer account status (Active, Inactive, Skip, MovedIn, MovedOut, etc.)
Sug Pay	This column displays the customer's suggested payment.
Balance	This column displays the customer's balance.
Tkt	This column displays if an invoice (ticket) has been written on this account this week.
Stat	This column displays any status markers: I - Invoice In Progress B - Customer Backorder N - Customer Need C - Customer CSN
CCOF	This column displays if the customer has a credit card on file (CCOF).

On this screen you have these options available:

Button	Keystroke	Function
Edit Inventory	F4	This button will allow you to edit an inventory Item.
Customer Service Notes	Alt-U	This button will allow you to edit the Customer Service Notes for the currently highlighted customer.
Show Customer BO	Alt-B	This button will display all of the BO items for the currently highlight customer.
Show Customer Needs	Alt-N	This button will display all of the Need Items for the currently highlighted customer.
Select Customer	Enter	This button will load the currently highlight customer onto the invoicing screen.
Add Customer	Alt-A	This button will take you to the Add Customer screen, and then load that customer on the invoicing screen.
Exit	Esc	This button will close the window

Search by Stop:

This button loads the Stop Lookup window. This window provides the dealers route broken down by day. Below you will find a list of columns that are displayed.

Column	Description
Day	This column displays the day that the shop is on. This column is only displayed if Search By Name is selected on under the route.
Num	This column displays the number of the stop.
Name	This column displays the name of the stop.
Address	This column displays the address of the stop.
Phone	This column displays the phone number of the stop.

The above columns are loaded and reloaded based on the route display on the left hand side of the screen.

On this screen you have these options available:

Button	Keystroke	Function
Edit Inventory	F4	This button will allow you to edit an inventory Item.
Select Customer	Enter	This button will load the customer lookup window only displaying the customers for this stop.
Exit	Esc	This button will close the window

Once you have selected the stop the Customer Lookup window will load with only the customers on this stop. This Customer Lookup window differs from the one displayed on Search by Name by:

1. The only customer's displayed are the ones from the highlight stop.
2. Show only Active/MovedIn Accounts, this option will display only those customers for this stop that have a status of Active or MovedIn.
3. The right hand side of the window displays information about the stop.

Add A Customer:

This button will load the Add/Edit Customer screen allow you to enter a new customer on the fly for invoicing. Once the information is complete the customer will be loaded on the invoicing screen. See Add/Edit Customer fro more information.

Cash Sale:

This button will start a new invoice designating the customer as a cash sale. This allows you the ability to do that one time sale, without going through the process of adding the customer into the system.

Invoice In Progress:

From time to time you will start an invoice for a customer, and want to save it without finishing it. This button will produce a window that will display a list of these invoices that you can reload to finish or modify for a later date.

Column	Description
Date	This column displays the date that the invoice was created.
Customer Name	This column displays the customer name associated with the invoice.

Column	Description
Account #	This column displays the account number associated with the invoice.
Total	This column displays the sales total of the invoice.

On this screen you will find these options available.

Button	Keystroke	Function
Load	Alt-L	This button will load the invoice onto the invoicing screen
Cancel	Esc	This button will close the window

Edit Inventory:

This button opens the Inventory Lookup screen, displaying all of the inventory items sorted by Item Number (default). The following columns are displayed.

Column	Description
S	This column displays Item status (Special Order, Discontinued, etc.)
Item Number	This column displays the item number.
Description	This column displays the description for the item.
Qty	This column displays the number of items currently in stock.
List	This column displays the retail price for the item.

Column	Description
S	This column displays the promo status for and item: ' ' - Not on promo. 'p' - Item is on promo, displaying regular price. 'P' - Item is on promo, displaying promo price.
Cat Pg	This column displays the catalog page.

On this screen you will find these options available.

Button	Keystroke	Function
Limit List	F3	This button will filter the list of items by the text entered.
Sort by Desc	F4	This button will change the sort order to Description.
Sort by Item	F4	This button will change the sort order to Item Number
BO/Need	F5	This button will display a list of customers that currently have the highlighted item on Backorder and/or Need.
Display Warranty	Alt-W	This button will display warranty information for the highlighted item.
History	Alt-H	This button will display a detailed history of the highlighted item.
Add Item	Alt-A	This button will provide an Add Part window.
Cancel	Esc	This button will close the window

After selecting the item that you want to edit the Add/Edit Part screen displays with multiple editing options.

Customer Service Notes:

This button opens a window that will list all previously create Customer Service Notes. Customer Service Notes (CSN) are designed to allow the user more flexibility in note taking. Each CSN records: Subject, Date, Customer, Vendor, Service Rep, Extension, Pricing, Discount Code, Availability, and a Comment. All of these fields are optional, which allows the user to enter only what is necessary.

Also each CSN has optional features:

1. Customer Service Note appears on Daily Worksheet. This allows the user to determine if this CSN will print on the daily worksheet.
2. Popup Customer Service Note, this option allows the user to determine if this CSN will popup when this customer is loaded on Generate Invoices.

Button	Keystroke	Function
Edit	Alt-E	This button will provide a window that allow you to make changes to the currently highlight CSN.
Undelete	Alt-U	This button will allow you to remove a CSN's delete status upon closing.
Delete	Alt-D	This button will allow you to mark a CSN for delete upon closing the window.
Close	Esc	This button will close the window.

Predefined Invoices:

Predefined Invoices are similar to an Invoice In Progress in that you can start an invoice place several items on it and comeback and finish it later. But that's where the similarities end.

Feature	Invoice In Progress	Predefined Invoice
Can be loaded to multiple accounts	No, just the account it was created on.	Yes.
Prices updated when loaded	No.	Yes.
Reusable	No, once the invoice is completed it is gone.	Yes

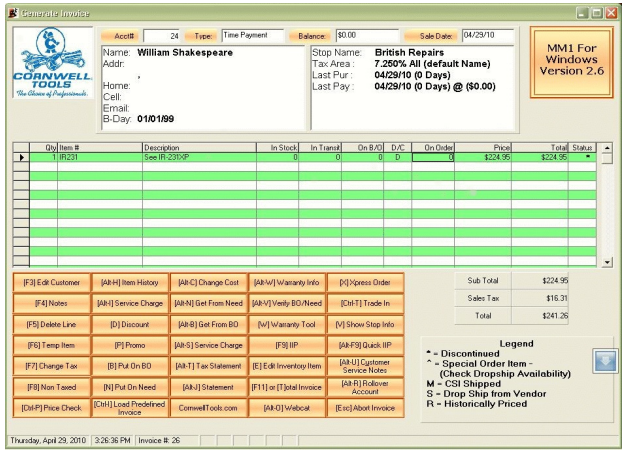
This button will provide a lookup screen displaying previously created predefined invoices. The following columns are displayed.

Column	Description
Title	This column displays the name given to this predefined invoice.
Date	This column displays the last modified date.
Description	This column displays any description given to this predefined invoice.
Line	This column displays how many line items there are.
Item	This column displays how many total items are on the invoice.

On the screen you will find the following options.

Button	Keystroke	Function
Add Invoice	Insert	This button will provide an entry screen for a new predefined invoice.
Edit Invoice	Enter	This button will provide an entry screen for an existing predefined invoice.
Delete Invoice	Del	This button will mark the currently highlight invoice for delete.
Undelete Invoice	Alt-Del	This button will remove the deletion status for the currently selected invoice.
Print Predefined Invoice	Ctrl-P	This button will print the currently selected invoice.
Close	Esc	This button will close the window.

Loaded Invoice:



After starting an invoice, the Generate Invoices screen provides a different set of options.

Button	Keystroke	Function
Edit Customer	F3	This button loads the customer edit screen. For more information see Add/Edit Customer.
Notes	F4	This button produces the Notes window.
Delete Line	F5	This button will delete a line item on the invoice.
Temp Item	F6	This button will add a temporary line item to the invoice.

Button	Keystroke	Function
Change Tax	F7	This button is used to change the tax rate and area for an invoice. The default tax is assigned based on the stop the customer is assigned to.
Non-Taxed	F8	This button marks the current line item as non-taxed (tax exempt). An 'E' will appear in the status column on the right hand side.
Price Check	Ctrl-P	This button provides an inventory lookup screen to do price checks from.
Item History	Alt-H	This button provides a way to view the history for a particular item.
Service Charge	Alt-I	This button will add a Fee/Service Charge type line item to the invoice. This charge is based on the established service rate, the number of days since the last payment and the balance.
Discount	D	This button provides a way of discounting the current line item. A "D" will appear in the status column on the right hand side.
Promo	P	This button provides a way to toggle between the promo price and regular price for the current line item. This is only available for items that are currently on promo, indicated by the lower/upper case 'p' in the status column.

Button	Keystroke	Function
Put on BO	B	This button places the current line item on back order for the customer when the invoice is completed. The extended price is replaced with B/O.
Put on Need	N	This button places the current line item on Need Immediate/Future for the customer when the invoice is completed. The extended price is replaced with Need(I) or Need(F).
Load Predefined Invoice	Ctrl-I	This button displays a list of predefined invoices to work with.
Change Cost	Alt-C	This button is used to change the discount code for an item effectively changing the cost on an item. If the percentage rate is not available, select "*) No Code". Next you will be prompted to enter the cost for the item.
Get From Need	Alt-N	These buttons display the "Customer Backorder and Needs For:" window. From this window, items can be selected to place on the invoice.
Get From BO	Alt-B	
Service Charge	Alt-S	This button provides a way to assign a service charge.
Tax Statement	Alt-T	This button produces a printable tax statement for the loaded customer.
Statements	Alt-J	This button provides a way to produce a customer statement.

Button	Keystroke	Function
CornwellTools.com		This button will open your default web browser to the appropriate web site.
Warranty Info	Alt-W	This button will produce a screen displaying the warranty information for the selected item.
Verify BO/Need	Alt-V	This button checks the current line item for any customers that might have this item on backorder or need.
Warranty Tool	W	This button will mark the current line item as a warranty item. If the item is already designated as A/C Line the program will automatically place the item in the appropriate list. Otherwise you will be prompted to select the Line to place it on.
IIP	F9	This button accesses the Invoice in Progress feature.
Edit Inventory Item	E	This button loads the Edit Part screen.
Total Invoice	F11 or T	This button loads the Complete Transaction screen.
Webcat	Alt-O	This button will open your default web browser to the appropriate web site.
Xpress Order	X	This button will mark the current line item as an express order item.
Trade-In	Ctrl-T	This button will mark the current line item as a Trade In item.

Button	Keystroke	Function
Show Shop Info	V	This button will display a window with the stop information.
Quick IIP	Alt-F9	This button saves the current invoice as an IIP without asking any questions.
Customer Service Notes	Alt-U	This button opens a window that displays a list of previously created Customer Service Notes.
Rollover Account	Alt-R	This button will allow you to preform a Rollover without selling any items.
Abort Invoice	Esc	This button will abort the current invoice.

Generate Invoices also has hidden options available for use.

Keystroke	Function
Alt +	This keystroke provides a way of adding a price modifier.
Alt -	This keystroke provides a way of adding a negative price modifier.
C	This keystroke will overlay the price column with the cost for each item.
F2	While in the Item Number column pressing this key will launch the Inventory Lookup screen.

Keystroke	Function
Shift 0-7,9	These keystrokes will increase the price of an item by a price modifier. 0 = 100% 1 = 10% 2 = 20% 3 = 30% 4 = 40% 5 = 50% 6 = 60% 7 = 70% 9 = 90%
"+"	Using this key instead of the enter key will load the item with raising the price by 10%.

Notes:

This button will produce an note box window. You can enter up to 40 characters worth of information. The note will be printed on the Daily Worksheet and will popup every time the customer is loaded on Generate Invoices until the note is deleted. The following options are available.

Button	Keystroke	Function
Clear Msg	Alt-C	This button will clear the note.
Close	Esc	This button will save and close the window.

Temp Item:

This button will allow you to add a temporary item to the invoice. This would be a pass through, or one time item. Once you click this button you will be asked "Is this item a physical inventory item?" Answering yes indicates it is a product. No indicates this is either a service or fee. This helps the system determine how to tax this item.

Now you have a blank line on the invoice, you can enter the item number, description and price. A cost can be assigned to this item by pressing the button labeled "[Alt-C] Change Cost".

Price Check:

This button opens the Inventory Lookup screen, displaying all of the inventory items sorted by Item Number (default). This screen provides a way of looking up prices on inventory items without loading them on the invoice. The following columns are displayed.

Column	Description
S	This column displays Item status (Special Order, Discontinued, etc.)
Item Number	This column displays the item number.
Description	This column displays the description for the item.
Qty	This column displays the number of items currently in stock.
List	This column displays the retail price for the item.
S	This column displays the promo status for and item: ' ' - Not on promo. 'p' - Item is on promo, displaying regular price. 'P' - Item is on promo, displaying promo price.
Cat Pg	This column displays the catalog page.

On this screen you will find these options available.

Button	Keystroke	Function
Limit List	F3	This button will filter the list of items by the text entered.
Sort by Desc	F4	This button will change the sort order to Description.
Sort by Item	F4	This button will change the sort order to Item Number
BO/Need	F5	This button will display a list of customers that currently have the highlighted item on Backorder and/or Need.
Display Warranty	Alt-W	This button will display warranty information for the highlighted item.
History	Alt-H	This button will display a detailed history of the highlighted item.
Add Item	Alt-A	This button will provide an Add Part window.
Cancel	Esc	This button will close the window

After selecting the item that you want to edit the Add/Edit Part screen displays with multiple editing options.

Item History:
This button opens the Product History window for the currently selected item. This screen provides current numbers:

Field	Description
In Stock	This field is the current in stock value.
On Order	This field is the current on order value. How many items will appear on a scanned order.
In Transit	This field is the current in transit value. How many items are currently on their way to you.
On B/O	This field is the current back order value for the item. How many you currently have on back order with the vendor.
Year To Date	This field contains how many you have sold this year.

Next you have the ordering section divided into Order to Send and Orders to Receive.

Field	Description
Quantity	This field contains the total number of this item on orders to send/receive.
Backorder	These fields contains the total number of this item on orders marked as backorder, held, or canceled.
Held	
Cancel	

The next section contains information about when it was sold. The following columns are displayed.

Column	Description
Inv Date	This column displays the date the invoice was written.
Inv #	This column displays the invoice number.
Name	This column displays the customer name on the invoice.
Acct	This column displays the customer account number.
Qty	This column displays the quantity sold for this line item.
Price	This column displays the price changed for this line item.
Stat	This column displays the status of this line item.
Stock	This column displays the in stock quantity at the time this item was added to the invoice.
Transit	This column displays the in transit quantity at the time this item was added to the invoice.
On BO	This column displays the on back order quantity at the time this item was added to the invoice.
Order	This column displays the on order quantity at the time this item was added to the invoice.

The next section contains information about received orders. The following columns are displayed.

Column	Description
Invoice Num	This column displays the invoice number for the order.
Ordered	This column displays the date that the item was originally placed on an order in MM1.
Qty	This columns displays the quantity ordered when this item was originally placed on the order.
Received	This columns displays the date the item was received on an order in MM1.
Qty	This column displays the quantity received on the order.
BO	This column displays the back order quantity at the time this order was received.
Held	This column displays the number of items held at the time this order was received.
Canel	This column displays the number of items cancel at the time this order was received.
Stk	This columns displays the number of items was in stock at the time this order was received.

At the bottom of the screen you will find these options available.

Button	Keystroke	Function
Reprint Invoice	Alt-R	This button will reprint the currently selected invoice in the Products Sold section.
Print	Ctrl-P	This button will produce a hard copy of the information displayed on this window.
Cancel	Esc	This button will close the window.

Load Predefined Invoice:

This button will provide a lookup screen displaying previously created predefined invoices. The following columns are displayed.

Column	Description
Title	This column displays the name given to this predefined invoice.
Date	This column displays the last modified date.
Description	This column displays any description given to this predefined invoice.
Line	This column displays how many line items there are.
Item	This column displays how many total items are on the invoice.

On the screen you will find the following options.

Button	Keystroke	Function
Edit Invoice	Enter	This button will provide an entry screen for an existing predefined invoice.
Print Predefined Invoice	Ctrl-P	This button will print the currently selected invoice.
Close	Esc	This button will close the window.

Get From Need/BO:

These buttons will produce the “Customer Backorder and Needs For:” window displaying a list of items for this customer. To switch between Backorder/Need Items, click the button labeled.

Button	Keystroke	Function
Customer Backorders	Alt-B	This button will switch to customer backorders list.
Customer Needs	Alt-N	This button switches to the customer needs list.

The following columns are available:

Column	Description
N	This column is only on the Needs tab, it displays the what type of Need it is (Immediate or Future)
Item Number	This column displays the item number.
Description	This column displays the item description.
Qty	This column displays how many are on back order/need.
Price	This column displays the price of the item.
Date	This column displays the date the item was added to the list.

On this screen, these options are available.

Button	Keystroke	Function
Add	Alt-A	This button provides an entry screen to add new items to BO/Needs list.
Edit	Alt-E	This button provides an entry screen to edit the values for this BO/Need item.
Delete	Alt-D	This button provides a way to delete items from the BO/Needs list.
History	Alt-H	This button provides a way to view the history for a particular item.
Cancel	Esc	This button will close this window.

Service Charge Alt-S:

This button provides an opportunity to assess service fees or account handling fees. This option has two different entry windows, on non-XCR (SA) accounts, the programs prompts you for the amount to charge. On XCR (SA) accounts you have the ability to calculate this service fee. For more information see the section under XCR Reports.

Statements:

This selection will generate a customer statement that can be used for billing purposes, or a simple reminder.

After selecting Statements you will have several options for producing a single statement.

1. The next window is the Terms and Comments window. Here you will

   a. Select the starting date of the statement,
   b. Select any comments that you would like to place on the statement,
   c. And select any terms (conditions of payment) to display on the statement.

2. Once you have everything selected click the button labeled "[F10] Proceed"

This will produce the statement for a single customer.

Verify BO/Need:

This option checks if the highlight item is on BO/Need for any customers and produces a display, listing those customers. The following columns are available:

Column	Description
Customer Name	This column displays the customers name.
Stop	This column displays the customers stop.
Qty	This column displays the quantity that the customer has requested.
Price	This column displays the price at the time of the request.
Date	This column displays the date the item was requested.
Stat	This column displays the status for the item (Back Order, Need Immediate, or Need Future).

On this screen you will find these options available.

Button	Keystroke	Function
Cancel	Esc	This button will close the window

IIP:

This button will start the Invoice In Progress feature. This feature functions differently depending on when it is selected.

1. IIP before entering any items on the invoice. You will be prompted with "Save as payment only Invoice In Progress" or "Lookup Existing Invoice(s) in Progress".
2. Selecting "Save as payment only Invoice in Progress", the program will prompt you to print the invoice in progress.

Selecting "Lookup Existing Invoice(s) in Progress". The program will display the IIP lookup window that will display a list of the customer's invoices that you can reload to finish or modify for a later date.

Column	Description
Date	This column displays the date that the invoice was created.
Total	This column displays the sales total of the invoice.

On this screen you will find these options available.

Button	Keystroke	Function
Load	Alt-L	This button will load the invoice onto the invoicing screen
Cancel	Esc	This button will close the window

The second case is after entering at least one line item on the invoice. You will be presented with several questions.

1. Save as Invoice in Progress – this question determines whether to save the invoice or return to the invoice.
2. Update the on order field – this question determines whether the on order quantity should be updated with the new values.
3. Print Invoice In Progress – this question determines if the program will print the invoice after saving it.

Quick IIP:

This option saves the current invoice as and IIP, answering the usual questions for you.

1. Save as Invoice in Progress – Yes.
2. Update the on order field – Yes.
3. Print Invoice In Progress – No.

Edit Inventory Item:

This button produces an edit window for the currently selected line item. This window allows you to make changes to the inventory item, that will be reloaded on the invoicing screen. The following fields are available:

Field	Function
Item Number	NON-EDITABLE, This field displays the item number.
Description	This is the description of the item.
Group	This field determines which vendor you receive this item from.
Comment	This field contains any comment you might want to attach to this item.
Catalog Page	This field contains the catalog page the item is located on.
Page Num	These values indicate where this item is located in the price guide.
Line Num	
Physical	This field determines if this item is a physical item or something intangible like a service.
Taxable	This field determines if this item is taxable by default.
In Stock	This is the count of how many of this item you currently have.
On Order	This value tells the program how many items to order. The program uses the following formula to determine how many items to order. On Order / Per Case = Order Qty The remainder is left On Order.

Field	Function
In Transit	This value is calculated, based on outstanding orders. Changing this number has NO effect on program operation. The program will recalculated this value the next time you reindex your files.
Back Order	This value like the in transit number is calculate, and is based on the back order file. Changing this number has NO effect on the program operation. The program will recalculate this value the next time you reindex your files.
Per Case	This value determines how many items are in a case. The program uses this value when determining how many to order.
Min Stock	The Min and Max values work together to keep your inventory values at a certain value. Example: In Stock = 1 Min Stock = 2 Max Stock = 4 In this example the program will order three.
Max Stock	
YTD Qty	This value is a running tally of how many of this particular item you sold this year.
Disc Code	This value determines the cost based on the list price and the discount value.
Manually	This field determines when doing a price update if the program will update the list price. If it is check it will not update the list price. Everything else is updated.

Field	Function
Case List	This is the price that you would sell the whole case for, NOT the individual price.
Each List	This is the price of an individual item.
Promo List	This is the price that you would sell the whole case for, NOT the individual price.
Promo Start Date	This field holds the starting date that the promo pricing will begin.
Promo End Date	This field holds the ending date the promo pricing will end.

On this screen you will find these options available.

Button	Keystroke	Function
History	Alt-H	This button provides a way to view the history for a particular item.
Warranty Info	Alt-W	This button will display the warranty information for the highlighted item.
Make List	Alt-M	This button will recalculate the list price based on the discount code and the cost of the item.
Express Order	Alt-X	This button will mark this Item as an express order item.
Save	F10	This button will save any changes made to the item.
Cancel	Esc	This button will close the window

Total Invoice:
This button displays the Complete Transaction screen, at this point you are ready to finish the invoice and move onto the next customer. The following fields are available.

Fields	Description
Date	READ ONLY, This field displays the current sale date inside the MM1 Software.
Invoice	READ ONLY, This field displays the invoice number assigned.
Account	READ ONLY, This field displays the account number the invoice will be assigned to.
Name	READ ONLY, This field displays the name associated with the account number.
Sub Total	READ ONLY, These fields redisplay the totals at the bottom of the invoice.
Sales Tax	
Sales Total	
Balance Forward	READ ONLY, This field displays the customers current balance.
Combined Total	READ ONLY, This field displays the new balance including the new total.
Suggested Pay	READ ONLY, This field displays any agreed upon or calculated payment schedule information.
PO#	This field can be used for entering a purchase order number.
Notes	This field can be used to enter any notes or messages.
Received	This entry field represents the amount of money the customer is paying on his/her account.

Fields	Description
How Paid	This entry field determines which payment type was used for the Received amount.
Check Num	This entry field contains the check number or any other reference numbers associated with the payment.
New Balance	READ ONLY, This field contains the new balance for the customer after the payment.

This screen also has the following features available.

Button	Keystroke	Function
Pay On Other Accounts		This button will display any other accounts linked to this customer along with there balances, for payment.
Payment History	F4	This button will display the customers payment history for the past 26 weeks.
New Suggested Pay	F5	This button will allow you to recalculate the customer's suggested payment.
Edit Terms	F6	This button provides a way of modifying the customer terms.
Accept Invoice (Yes/No)		These buttons determine if the program will save the invoice or discard the changes.
Print Invoice (Yes/No)		These buttons determine if the program will print the invoice.
Return to Invoice	Esc	This button will close this window.

Customer Service Notes:

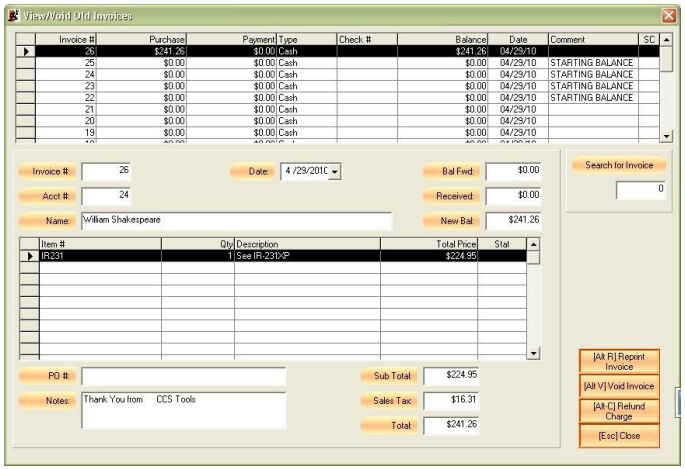
This button opens a window that will list all previously create Customer Service Notes. Customer Service Notes (CSN) are designed to allow the user more flexibility in note taking. Each CSN records: Subject, Date, Customer, Vendor, Service Rep, Extension, Pricing, Discount Code, Availability, and a Comment. All of these fields are optional, which allows the user to enter only what is necessary.

Also each CSN has optional features:

1. Customer Service Note appears on Daily Worksheet. This allows the user to determine if this CSN will print on the daily worksheet.
2. Popup Customer Service Note, this option allows the user to determine if this CSN will popup when this customer is loaded on Generate Invoices.

Button	Keystroke	Function
Add	Alt-A	This button will provide a window allowing you to add a new CSN.
Edit	Alt-E	This button will provide a window that allow you to make changes to the currently highlight CSN.
Undelete	Alt-U	This button will allow you to remove a CSN's delete status upon closing.
Delete	Alt-D	This button will allow you to mark a CSN for delete upon closing the window.
Close	Esc	This button will close the window.

View/Void Old Invoices:



This screen provides the user with the ability to view, void, and reprint completed invoices. This screen is divided into three sections, the invoice list at the top, the invoice view, and the command buttons.

In the invoice list these columns are available.

Column	Description
Invoice #	This column displays the invoice number
Purchase	This column displays the purchase amount for the invoice.
Payment	This columns displays the payment amount for the invoice.
Type	This column displays the payment type (Cash, Check, Charge).
Check #	This column displays the check number.

Column	Description
Balance	This column displays the new balance after the invoice is completed.
Date	This column displays the date the invoice was written.
Comment	This column displays the comment on the invoice.
SC	This column indicates if the invoice contains a service charge.

In the invoice view the following fields and columns are available.

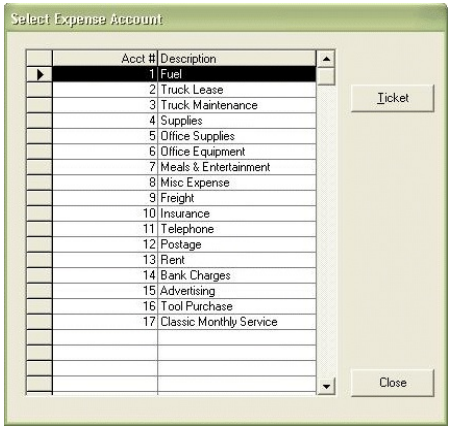
Column/Field	Description
Invoice #	This field displays the invoice number of the highlighted invoice at the top.
Acct #	This field displays the account number associated with the invoice.
Name	This field displays the customer name associated with the invoice.
Date	This field displays the date the invoice was written.
Bal Fwd	This field displays the customer balance before this invoice.
Received	This field displays the amount received on the invoice.
New Bal	This field displays the customer's new balance after completing this invoice.
Item #	This column displays the items purchased on the invoice.

Column/Field	Description
Qty	This column displays the amount purchased.
Description	This column displays the description of the items.
Total Price	This column displays the amount charge for the items.
Stat	This column displays any saved status information (ex. Trade In, Temp Item, etc..).
PO #	This field displays the purchase order number if any.
Notes	This field displays any notes that were saved with the invoice.
Sub Total	This field displays the total of the items on the invoice.
Sales Tax	This field displays the Tax amount for the invoice.
Total	This field displays the Sub-Total + Sales Tax amount.

On this screen you will find these options available.

Button	Keystroke	Function
Reprint Invoice	Alt-R	This button will reprint the highlighted invoice.
Void Invoice	Alt-V	This button will void the highlighted invoice.
Refund Charge	Alt-C	This button will refund the credit card amount of the invoice.
Close	Esc	This button will close the window.

Expense Tickets:



This section is provided for minimal accounting purposes. In the Expense Accounts section we setup the accounts needed. In this section you can add your expenses as they occur. The first screen you encounter is “Select Expense Accounts”.

Column	Description
Acct #	This column displays the account number setup for the expenses.
Description	This column displays the description for each expense account.

The following options are available.

Button	Keystroke	Function
Ticket	Alt-T	This button will create an expense ticket.
Close	Esc	This button will close the window.

The Next window is the “Expense Ticket” screen. This is the screen you will enter the particulars about the expense. The following fields are available.

Fields	Description
Acct #	READ ONLY, This field displays the account number setup for the expenses.
Description	READ ONLY, This field displays the description for the expense account.
Weekly Budget	READ ONLY, This field displays the weekly budget.
Total For Week	READ ONLY, This field displays the total amount spent for the week.
Total For Month	READ ONLY, This field displays the total amount spent for the month.
Amount	This entry field holds the new amount spent.
Date	This entry field holds the date for this expense ticket.
Comment	This entry field holds any comments associated with this expense.
Reference #	This entry field holds any reference information associated with this ticket.
How Paid	This entry field holds how the ticket was paid for.
Payee	This entry field holds who the money was given to.

The following options are available.

Button	Keystroke	Function
Process	Alt-P	This button will save the expense ticket for later reporting.
Cancel	Esc	This button will abort the process and close the window.

Payments To/From Others Dealer:

This section of the program will track payments to and/or from other dealers. Earlier you setup the dealers you will do business with in Other Dealer Setup. Now you can record any money passing between you and them.

Pay Out Other Dealer:

The first screen to appear is “Other Dealer Lookup - Pay Out Other Dealer”. Here you select the dealer you need to make a payment for. On this screen you have these columns available.

Column	Description
Dealer Name	This Column displays the dealer’s name.
Telephone #	This column displays the dealer’s telephone number.
Pay Out	This column displays the accumulated pay out amount since the last pay out.

The following options are available.

Button	Keystroke	Function
Payout Dealer	Enter	This button will start the process of paying out the selected dealer.
Exit	Esc	This button will close the window.

After selecting the dealer, the next window that will display is “Pay Out Other Dealer”. This window displays the following information.

Pay Out Information	
Fields	**Description**
Pay Out Amount	This is the amount owed to the dealer.
Check Amount	This is the amount you are writing the check for.
New Balance	This is the amount still left on account.
Notes	This field allows you to enter any notes on the transaction.
Print Other Dealer Pay Out Statement	This check box determines if the Other Dealer Pay Out Statement will print.

Retained Information	
Fields	**Description**
Retained Amount	This is the amount you are retaining from the collections.
Amount Claimed	This is the amount MM1 will enter on you books as income.
New Balance	This is the amount left in the retained section.

Retained Information	
Fields	Description
Notes	This field allows you to enter any notes on the save invoice.
Create Invoice	This check box determines if MM1 will create an invoice for the retained amount.

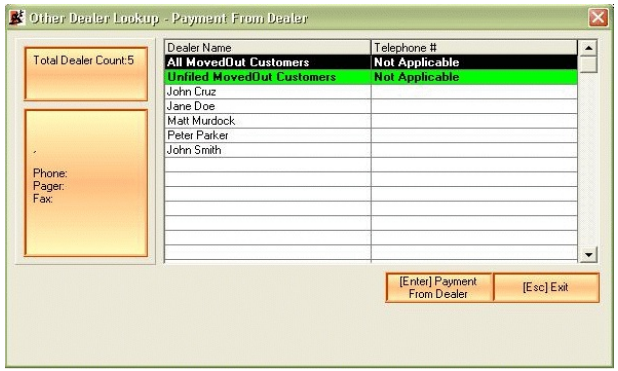
Below that top section you will find a list of the customer's associated with that dealer. Below are the columns that are available.

Column	Description
Customer Name	This column displays the customer's name.
Acctnum	This column displays the customer's account number.
Percent	This column displays the retained percent for the customers.
Balance	This column displays the customer's balance.
Collected	This column displays the collected amount for each customer.
YTD Collected	This column displays the YTD collected amount for each customer.

On this screen you will find these options available.

Button	Keystroke	Function
Pay Out	F10	This button will process the pay out for later reporting.
Cancel	Esc	This button will abort the process and close the window.

Payments From Other Dealer:



The first screen to appear is "Other Dealer Lookup - Payment From Dealer".

Column	Description
Dealer Name	This Column displays the dealer's name.
Telephone #	This column displays the dealer's telephone number.

The following options are available.

Button	Keystroke	Function
Payment From Dealer	Enter	This button will start the process of receiving a payment from the selected dealer.
Exit	Esc	This button will close the window.

After selecting the dealer, the next window that will display is "Receive Other Dealer Payments", this window list the customer associated with the dealer you selected. This window displays the following information.

Column	Description
Customer Name	This column displays the customer's name.
Percent	This column displays the percent to receive for the customer.
Balance	This column displays the customer's balance.
Credited	This column displays the amount to credit to the customer's account balance.
Received	This column displays the amount received from the dealer.
New Balance	This column reflects the customer's balance after the payments.

The following options are available.

Button	Keystroke	Function
Make Payment	Enter	This button will Enter the information for a payment on the highlighted account.
Receive Payments	F10	This button will receive all of the payments setup on this screen.
Cancel	Esc	This button will close the window.

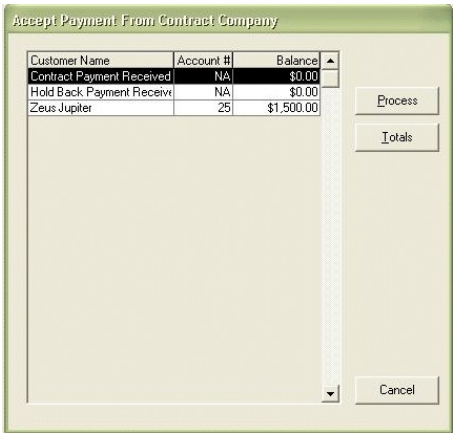
When you select Make payment the "Customer Payment" window opens.

Customer Payments	
Fields	Description
Percent ##%	This is the percentage received from the dealer.
Balance Forward	This is the customer's current balance.
Amount Credited	This is the amount to credit to the account.
Amount Received	This is the amount received from the other dealer.
New Balance	This is the new customer balance after the adjustments.

The following options are available.

Button	Keystroke	Function
Accept Payment	F10	This button starts the process of posting the payment to the customer's account.
Cancel	Esc	This button will close the window.

Contract Payment:



This screen is provided to receive Contract Payments through MM1. This screen will contain a list of all outstanding contract customers.

Column	Description
Customer Name	This Column displays the customer's name.
Account #	This column displays the customer's account number.
Balance	This column displays the customer balance.

On this screen you will find the following options available.

Button	Keystroke	Function
Process	Alt-P	This button will take a payment for the currently selected customer.
Totals	Alt-T	This button will produce a report with the current contract totals.

Button	Keystroke	Function
Cancel	Esc	This button will close the window.

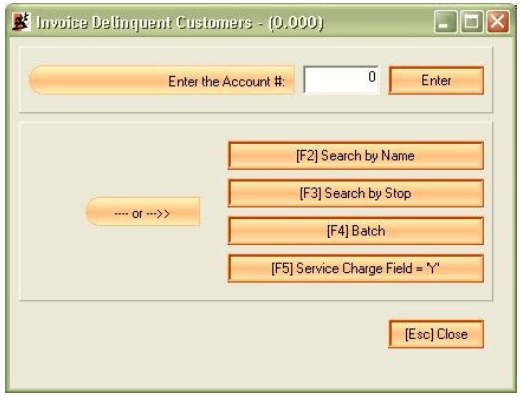
Once you have selected the customer you want, the “Contract Payment” screen is displayed.

Fields	Description
Contract Total	This is the total of the customers finance balance.
Amount Received	This is the amount of the check or credit received from the finance company less any discounts and hold back fees.
Discount	This it the total of fees retained by the finance company.
Check Payment directly to you. Or Credit payment to your tool company account.	This determines the cash on hand totals.

This screen has the following options available.

Button	Keystroke	Function
Process	Alt-P	This button will process the payment.
Close	Esc	This button will close the window.

Add Charge to All Accounts:



This screen is designed to add a percentage based fee to all accounts that have not paid from a date you specify.

Charge a Single Account:

1. Enter the customer account number in the input field, and click the Enter key on the keyboard.

   – or –

   Click the button labeled “[F2] Search by Name. This will produce a list of customers sorted by last name. Highlight the customer you want and click “[Enter] Select Customer”.

   – or –

   Click the button labeled “[F3] Search by Stop. This will produce a list of stops to select from. Once you have selected the stop you will be presented with a list of customers in that stop. Highlight the customer you want and click “[Enter] Select Customer”.

2. The “Adding Interest Status Window” will flash. Click Yes, No, or Cancel in regards to invoicing this customer.

Charging Multiple Accounts:

1. Click the button labeled “[F4] Batch”. The next window provides a choice of which accounts to select based on account type and status. Select only the ones that you want by putting a check next to it. Once you have completed that click the button labeled “[F10] Proceed”

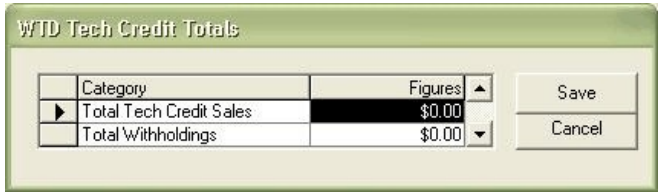
– or –

Click the button labeled “[F5] Service Charge Field = ‘Y’”.

2. The next window displayed provides you with some choices.

Option	Description
Invoice on days since last payment?	This will determine which accounts will be invoice based on the days since the last payment.
Print an invoice for each customer billed?	This will determine if invoices are printed for the interest charge.
Verify each customer before invoicing?	If Yes the system will stop on each customer and give you the chance to invoice them or skip to the next account.
Print an Activity Summary Report?	If Yes the system will produce a detailed activity report of all accounts that were charged interest.

WTD Tech Credit Totals:



This screen displays the weekly Tech Credit Sales and Withholdings. The following options are available.

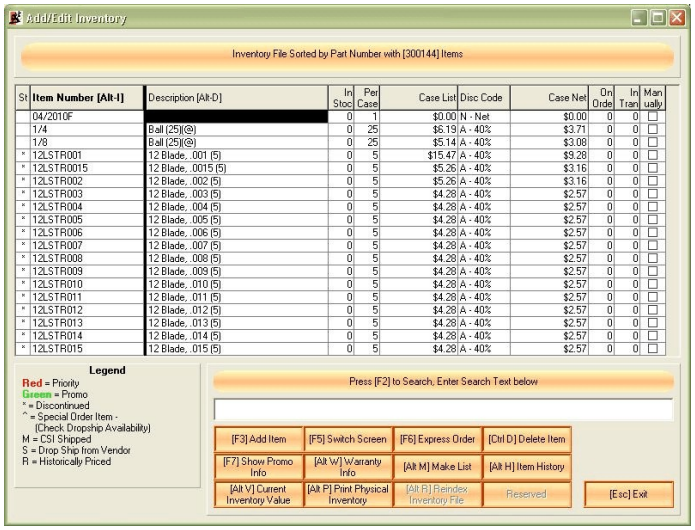
Button	Keystroke	Function
Save		This button saves any changes to the Tech numbers.
Close	Esc	This button will close the window.

SECTION 6 – Controlling Inventory

To control the inventory you must track all incoming and outgoing products. Below is an overview of the process. You will have to refer to specific sections of the manual for each individual functions.

1. Turn the Inventory Control option on (MM1 Customization Screen).
2. Preform a physical inventory, this will enter the current inventory values into the system (Physical Inventory Section).
3. Process all orders through MM1 (Create/Receive Orders).
4. Periodically spot check your inventory values adjusting for any differences.

Add/Edit Inventory:


Add/Edit Inventory
Inventory File Sorted by Part Number with [300144] Items
St | Item Number [Alt-I] | Description [Alt-D] | In Stoc | Per Case | Case List | Disc Code | Case Net | On Orde | In Tran | Manually
04/2010F | 0 | 1 | $0.00 | N - Net | $0.00 | 0 | 0
1/4 | Ball [25][@] | 0 | 25 | $6.19 | A - 40% | $3.71 | 0 | 0
1/8 | Ball [25][@] | 0 | 25 | $5.14 | A - 40% | $3.08 | 0 | 0
* 12LSTR001 | 12 Blade, .001 (5) | 0 | 5 | $15.47 | A - 40% | $9.28 | 0 | 0
* 12LSTR0015 | 12 Blade, .0015 (5) | 0 | 5 | $5.26 | A - 40% | $3.16 | 0 | 0
* 12LSTR002 | 12 Blade, .002 (5) | 0 | 5 | $5.26 | A - 40% | $3.16 | 0 | 0
* 12LSTR003 | 12 Blade, .003 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR004 | 12 Blade, .004 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR005 | 12 Blade, .005 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR006 | 12 Blade, .006 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR007 | 12 Blade, .007 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR008 | 12 Blade, .008 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR009 | 12 Blade, .009 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR010 | 12 Blade, .010 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR011 | 12 Blade, .011 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR012 | 12 Blade, .012 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR013 | 12 Blade, .013 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR014 | 12 Blade, .014 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
* 12LSTR015 | 12 Blade, .015 (5) | 0 | 5 | $4.28 | A - 40% | $2.57 | 0 | 0
Legend
Red = Priority
Green = Promo
* = Discontinued
^ = Special Order Item - (Check Dropship Availability)
M = CSI Shipped
S = Drop Ship from Vendor
R = Historically Priced
Press [F2] to Search, Enter Search Text below
[F3] Add Item
[F5] Switch Screen
[F6] Express Order
[Ctrl D] Delete Item
[F7] Show Promo Info
[Alt W] Warranty Info
[Alt M] Make List
[Alt H] Item History
[Alt V] Current Inventory Value
[Alt P] Print Physical Inventory
[Alt R] Reindex Inventory File
Reserved
[Esc] Exit

Besides the point of sale screen the inventory is one of the most important sections of the system. This section contains all of the items you would potentially sell to a customer. The inventory is maintained on the Add/Edit Inventory screen. To access this screen go to the Inventory menu, Add/Edit Inventory. When this screen opens you will have a number of options to choose from on the bottom of the screen.

Button	Keystroke	Function
Search	F2	This is an entry field to search for a particular item, you can press the F2 key to place the focus in the search box above the buttons.
Add Item	F3	This button allows you to add new inventory items/parts or services.
Switch Screen	F5	This button will change the display showing a different set of columns.

Button	Keystroke	Function
Express Order	F6	This button will mark this Item as an express order item.
Delete Item	Ctrl-D	This button will allow you to delete the highlighted Item from inventory.
Show Promo Info	F7	This button will change the displayed columns to show the promo information.
Warranty Info	Alt-W	This button will display the warranty information for the highlighted item.
Make List	Alt-M	This button will recalculate the list price based on the discount code and the cost of the item.
Item History	Alt-H	This button will display an itemized listing of an items history.
Current Inventory Value	Alt-V	This button will scan the inventory file and calculate the current value of the inventory.
Print Physical Inventory	Alt-P	This button will allow you to print a physical inventory listing.
Exit	Esc	This button will close the Add/Edit Inventory screen.

To change any of the values on this screen just use the arrow keys to go to that column and row. Then type in the value you want to change to. Below you will find a list of the available columns.

Column	Data Type	Function
Status	NA	NON-EDITABLE, This column displays any status information available.
Item Number	NA	NON-EDITABLE, This column displays the item number of the item.
Description	Alphanumeric	This is the description of the item.
In Stock	Numeric	This is the count of how many of this item you currently have.
Per Case	Numeric	This value determines how many items are in a case. The program uses this value when determining how many to order.
Case List	Numeric	This is the price that you would sell the whole case for, NOT the individual price.
Disc Code	List Value	This value determines the cost based on the list price and the discount value.
Case Net	Numeric	This column is NON-EDITABLE unless the discount code is *, for No Code.

Column	Data Type	Function
On Order	Numeric	This value tells the program how many items to order. The program uses the following formula to determine how many items to order. On Order / Per Case = Order Qty The remainder is left On Order.
In Transit	Numeric	This value is calculated, based on outstanding orders. Changing this number has NO effect on program operation. The program will recalculated this value the next time you reindex your files.
Manually	Logical Check	This field determines when doing a price update if the program will update the list price. If it is checked it will not update the list price. Everything else is updated.
Back Order	Numeric	This value like the in transit number is calculate, and is based on the back order file. Changing this number has NO effect on the program operation. The program will recalculate this value the next time you reindex your files.
YTD Qty	Numeric	This value is a running tally of how many of this particular item you sold this year.
Page Num	Numeric	These values indicate where this item is located in the price guide.
Line Num	Numeric	

Column	Data Type	Function
Min Stock	Numeric	The Min and Max values work together to keep your inventory values at a certain value. Example: In Stock = 1 Min Stock = 2 Max Stock = 4 In this example the program will order three.
Max Stock	Numeric	
Taxable	Logical Check	This field determines if this item is taxable by default.
Physical	Logical Check	This field determines if this item is a physical item or something intangible like a service.
Catalog Page	Alphanumeric	This field contains the catalog page the item is located on.
Comment	Alphanumeric	This field contains any comment you might want to attach to this item.
Group	List Value	This field determines which vendor you receive this item from.

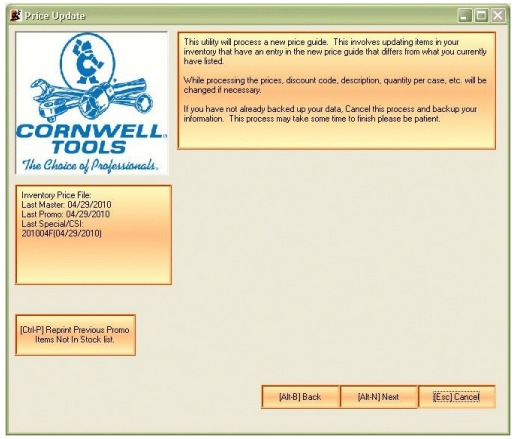
On this screen you can display the Promo Info. The following columns are displayed when the “[F7] Show Promo Info” button is pushed.

Column	Data Type	Function
Case List	Numeric	This is the price that you would sell the whole case for, NOT the individual price.
Case Net	Numeric	This column is NON-EDITABLE unless the discount code is *, for No Code.
Promo Start Date	Date	This field contains the date that the promo starts.
Promo End Date	Date	This field contains the ending date for the promotion.
Promo List	Numeric	This field contains the Promo Case List Price.
Promo Net	Numeric	This field contains the Promo Case Net

Adding a New Inventory Item:

To add a new item to the inventory, click the button label “[F3] Add Item”. The Add Inventory Item screen will be displayed, here you will enter the item information. The information on this screen is the same as the columns displayed above.

Price Update:


Price Update
CORNWELL TOOLS
The Choice of Professionals.
This utility will process a new price guide. This involves updating items in your inventory that have an entry in the new price guide that differs from what you currently have listed.
While processing the prices, discount code, description, quantity per case, etc. will be changed if necessary.
If you have not already backed up your data, Cancel this process and backup your information. This process may take some time to finish please be patient.
Inventory Price File:
Last Master: 04/29/2010
Last Promo: 04/29/2010
Last Special/CSI:
201004F(04/29/2010)
[Ctrl-P] Reprint Previous Promo Items Not In Stock list.
[Alt-B] Back
[Alt-N] Next
[Esc] Cancel

Periodically, your tool company will release new price guides or monthly specials. MM1 is designed to convert those prices files and update your inventory accordingly. Before starting a price update it is strongly suggested:

1. That you have a current backup of your data.
2. That you exit all programs.
3. That you have the time to invest in the price update.

To access the price update screen, go to the Utilities menu, Price Update. Here you will find these options available to you.

Button	Keystroke	Function
Back	Alt-B	This button will take you backwards one screen.
Next	Alt-N	This button will take you to the next screen.
Cancel	Esc	This button will close the window

To starting a price update:

1. The first screen will provide information about the inventory update process. After reading this information click the button labeled “[Alt-N] Next”
2. This window will display a list of updates MM1 found. If the update you are looking for is already in the list continue with Processing a price update, otherwise you will need to Locate the file or Download the pricing.

Locating a price file already downloaded:

1. To locate the file click the button labeled “[Alt-L] Locate”. This will take you to a Select Price Update File window.
2. Navigate to the location where you downloaded the file.
3. Highlight the file in the window, and click the button labeled “Open”. This will place the file in the list of available updates.

Downloading Price Updates:

First click the button Labeled “[Alt-P] Download Price Updates”. This starts another program that will go to the internet to download the current files. Each download experience is slightly different follow the on screen instructions. After downloading the file the price file will be added to the grid of available price files.

Processing a price update:

1. On the screen with the list of Updates click the button labeled “[Alt-N] Next”
2. On this screen you might receive some questions on how to process the file, answer those and click the button labeled “[Alt-N] Next”
3. Depending on your system you might receive other screens, proceed through them. The update utility will:

    a. Convert the update to the MM1 Structure
    b. Update existing items.
    c. Add nonexisting items to inventory.

4. Next it will prompt to print different reports and barcode labels
5. Now you have finished the inventory update process.

This is the most common inventory price update process, due to variations in equipment and inventory items your experience may vary. This is not a problem the inventory price update program is adjusting to met your needs.

When the price update is run if it finds a match on the item number it will update the prices, discount code, and description. The in stock value is not touched.

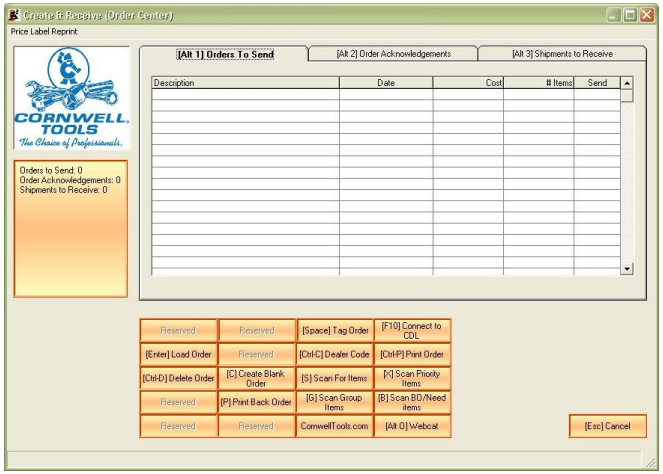
Create/Receive Orders:

Create/Receive Orders is the backbone of inventory control. It provides a means of creating an order to replenish the inventory, as well as a way to update the inventory once the product has come in. To access the ordering section you will find it on the inventory menu, under Create/Receive Orders. This screen is divided into three tabs:

Tab	Description
Orders to Send	From this tab you will create any an all orders that you will send to your vendors, by scanning for ordered items or creating a custom order from scratch.
Orders to Receive	This tab will allow you to receive orders into inventory, effectively updating the in stock quantities and the inventory value.
Shipments to Receive	Receive Shipments is similar in design to Orders to Receive, the main difference between the two being, an order contains all of the items you are requesting from the vendor. A shipment contains only those items that the vendor is shipping. These items might correspond to the current order, or a previous order, or a combination of orders received by the vendor. (Cornwell Only)

Ordering is broken down into two main parts creating/sending the order and receiving the order.

Orders to Send:

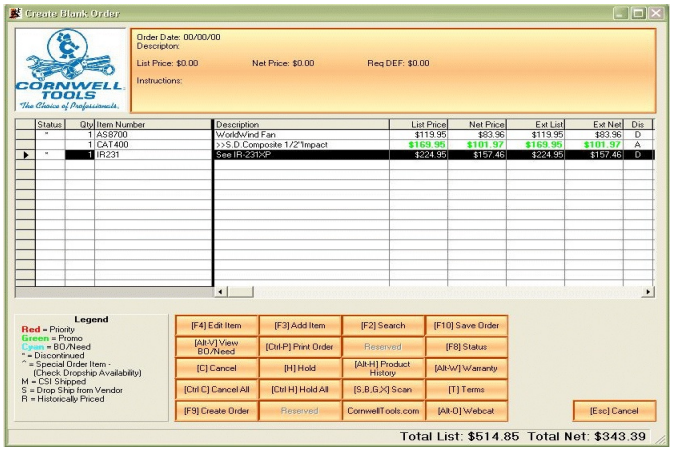


The creation and/or maintenance of all new orders are handled on the Orders to Send tab of Create/Receive Orders. This is where the process starts. Here you have several options:

Button	Keystroke	Function
Send Tagged	F10	Cornwell Only These buttons deal with tagging and sending orders to Cornwell. For more information consult your District Manager.
Tag Order	Space	
Print Order	Ctrl-P	Produces a hard copy of an order.
Load Order	Enter	Loads an order that was previously created, allowing you to make changes.

Button	Keystroke	Function
Scan Priority Items	X	These buttons will scan your inventory file looking for items you have placed on order that match the button that initiated the process. S = All Items X = Priority Items only B = BO and/or Need Items only G = Items in the selected group. After collecting these items a new order screen is loaded.
Scan For Items	S	
Scan BO/Need Items	B	
Scan Group Items	G	
Create Blank Order	C	Loads the Create Order screen ready to create a new one.
Delete Order	Ctrl-D	This button will allow you to delete an existing order.
Edit Back Order	E	This button will allow you edit your back order items.
Print Back Order	P	This button prints the items that are currently on back order.
CornwellTools.com		This button will attempt to load the Cornwell Tools website.
Webcat	Alt-O	This button will attempt to load the Cornwell Web Cat.
Cancel	Esc	This button will close the Create/Receive Orders window.

Create/Edit Orders:



The Create/Edit Order screen is where you will manage the items on an individual order. The following functions are available on this screen:

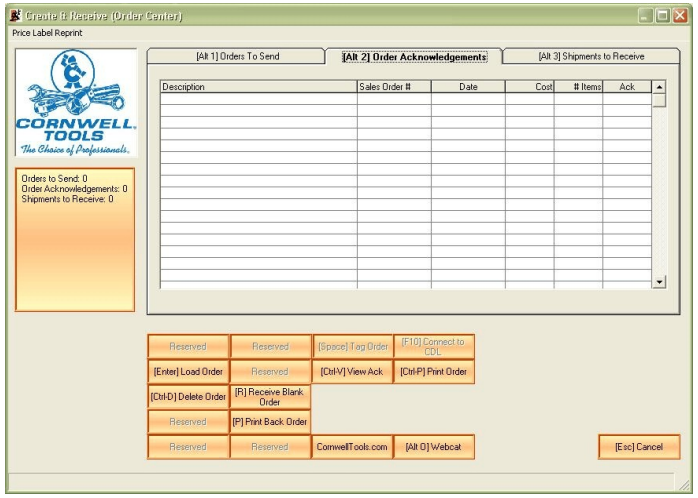
Button	Keystroke	Function
Search	F2	This button will assist in locating an item that is currently on the order.
Add Item	F3	This button provides an entry screen, for adding inventory items to the order.
Edit Item	F4	This button displays the Add/Edit Inventory Item screen.
Status	F8	This button displays the current values for On Order, Held, Cancel, and allows you to make changes.

Button	Keystroke	Function
Create Order	F9	This button processes the items on the screen, into a final format that is either faxed or phoned in to the vendor.
Save Order	F10	This button stores the current list of items for later manipulation.
Print Order	Alt-P	This button provides a hard copy of the item list.
View BO/Need	Alt-V	This button displays a list of customers that have this item on either Backorder and/or Need.
Product History	Alt-H	This button displays an itemized history for the highlighted item.
Hold	H	This button allows you to toggle the value to place on hold for future orders.
Hold All	Ctrl-H	This button will toggle the value on hold for all items on the order.
Cancel	C	This button allow you to toggle the value to cancel off this order.
Cancel All	Ctrl-C	This button will toggle the value to cancel for all items on the order.
Warranty	Alt-W	This button will display the warranty information for the highlighted item.
Terms	T	This button provides an entry screen for item terms.

Button	Keystroke	Function
Scan	S, G, X, B	This button will scan the inventory file for items that have been placed on order since this order was created. S = All Items X = Priority Items only B = BO and/or Need Items only G = Items in the selected group.
Close	Esc	Close the order without saving any changes.

After making all necessary changes to the order. You are now ready to submit this order to your vendor. You can send this order one of two ways. The first way, Click on the “Submit [F9]” button, or click “F9". This form of submitting an order is the manual process, which involves faxing or calling the vendor. The second way involves saving the order and transmitting it through the CDL.

Orders to Receive:

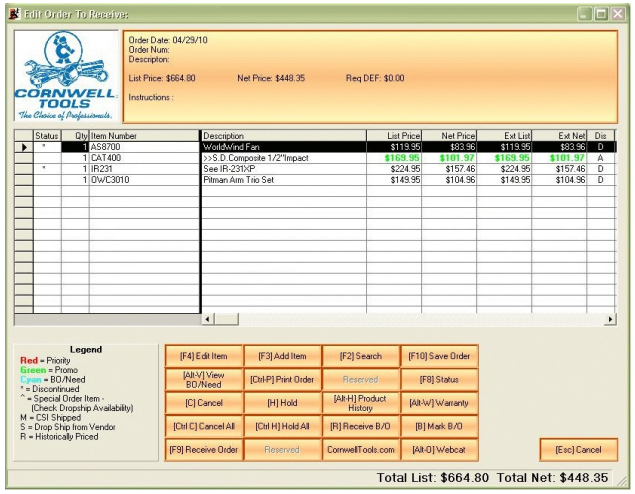


Updating of the inventory happens on this tab if you have Inventory Control turned on. On this tab you will take an existing order or create a blank order to update the in stock value. On this tab you have several options.

Button	Keystroke	Function
Print Order	Ctrl-P	Produces a hard copy of an order.
Load Order	Enter	Loads an order that was previously created, allowing you to make changes.
Receive Blank Order	R	Loads a blank order screen ready to create a new one.
Delete Order	Ctrl-D	This button will allow you to delete an existing order.
Edit Back Order	E	This button will allow you edit back order items.

Button	Keystroke	Function
Print Back Order	P	This button prints the items that are currently on back order.
CornwellTools.com		This button will attempt to load the Cornwell Tools website.
Webcat	Alt-O	This button will attempt to load the Cornwell Web Cat.
Cancel	Esc	This button will close the Create/Receive Orders window.

Receive Orders:



The Receive Order screen serves a few functions. The first function of this screen is to update your inventory in stock number, why search for each item in the inventory list and update the in stock quantity manually when the program will do it for you. The second function provides you with a history of ordered items. You can always reprint or view old orders through the Reprint/View Old Orders screen. The following functions are available on this screen.

Button	Keystroke	Function
Search	F2	This button will assist in locating an item that is currently on the order.
Add Item	F3	This button provides an entry screen, for adding inventory items to the order.
Edit Item	F4	This button displays the Add/Edit Inventory Item screen.

Button	Keystroke	Function
Status	F8	This button displays the current values for On Order, Held, Cancel, and allows you to make changes.
Receive Order	F9	This button processes the items on the screen, update the in stock value to reflect the addition of what is on the screen.
Save Order	F10	This button stores the current list of items for later manipulation.
Print Order	Ctrl-P	This button provides a hard copy of the item list.
View BO/Need	Alt-V	This button displays a list of customers that have this item on either Backorder and/or Need.
Warranty	Alt-W	This button will display the warranty information for the highlighted item.
Product History	Alt-H	This button displays an itemized history for the highlighted item.
Hold	H	This button allows you to toggle the value to place on hold for future orders.
Cancel	C	This button allows you to toggle the value to cancel off this order.
Mark B/O	B	This button marks the highlighted item as a back ordered item.
Receive B/O	R	This button allows you to add items from your back order list to the order.
Hold All	Ctrl-H	This button will toggle the value on hold for all items on the order.

Button	Keystroke	Function
Cancel All	Ctrl-C	This button will toggle the value to cancel for all items on the order.
Close	Esc	Close the order without saving any changes.

Shipments to Receive (Cornwell Only):

This section has replaced the Orders to Receive (in function), each order that is transmitted to Cornwell gets an acknowledgment that updates the order on the Receive Acknowledgments Tab. Later Cornwell sends a shipping acknowledgment that gets added to the Shipments to Receive tab.

A shipment can contain the contents of one order but in some cases it will contain items from multiple orders. When a shipment is received the program will update the orders on the Order Acknowledgment tab. In a perfect world the orders on the middle tab should disappear over time, but every once in a while you will need to delete acknowledgments that are no longer in transit.

Button	Keystroke	Function
Print Shipment	Ctrl-P	Produces a hard copy of an order.
Load Shipment	Enter	Loads an order that was previously created, allowing you to make changes.
Delete Shipment	Ctrl-D	This button will allow you to delete an existing order.
Print Back Order	P	This button prints the items that are currently on back order.
CornwellTools.com		This button will attempt to load the Cornwell Tools website.
Webcat	Alt-O	This button will attempt to load the Cornwell Web Cat.
Cancel	Esc	This button will close the Create/Receive Orders window.

Receive Shipments:
This screen will update your inventory and create history the same way Receive Orders.

This screen has the following options.

Button	Keystroke	Function
Search	F2	This button will assist in locating an item that is currently on the shipment.
Add Item	F3	This button provides an entry screen, for adding inventory items to the shipment.
Edit Item	F4	This button displays the Add/Edit Inventory Item screen.
Show PONum	F8	This button toggles the fourth column between Sales Order # and PONum.
Receive Shipment	F9	This button processes the items on the screen, updating the in stock value with the on screen quantity.
Save Shipment	F10	This button stores the current list of items for later manipulation.
Print Shipment	Ctrl-P	This button provides a hard copy of the item list.
View BO/Need	Alt-V	This button displays a list of customers that have this item on either Backorder and/or Need.
Warranty	Alt-W	This button will display the warranty information for the highlighted item.
Product History	Alt-H	This button displays an itemized history for the highlighted item.
Close	Esc	Close the shipment without saving any changes.

Creating a New Order to Send:

There are two ways to create a new order to send:

1. The first way click the button labeled “[C] Create Blank Order”, this will open an empty order screen.

– or –

2. The second way involves scanning for items that have been put on order.

   “S” will scan for any item put on order.
   “G” will scan for items in a particular group on order.
   “X” will scan for priority items on order.
   “B” will scan for BO and/or Need items on order.

   After collecting these items the order screen will open displaying the list of items. If the scan does not find anything you will be prompted to create a blank order at that point.

Submitting an Existing Order:

Submitting an order is the act of physically transmitting your order to the vendor. To submit the order:

1. Open the order that you would like to submit.
2. Verify everything is on the order.
3. When you are sure that the order is correct, click the button labeled “[F9] Create”.
4. At this point MM1 will ask some questions about the order, provide you with a print screen, and lastly move the order to the second tab “Orders to Receive”.
5. Now you would physically call the vendor and place the order.

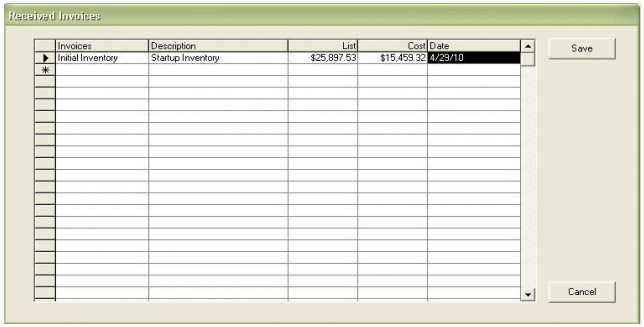
Sending an Existing Order (Cornwell Only):

Sending an order is similar to Submitting an order but instead of

calling or faxing the vendor MM1 will transmit the order electronically. To use this technique you must be connected to the internet.

1. On the Orders to Send tab, highlight the order you want to send.
2. Now tag this order by pressing the space bar.
3. Press the button labeled “[F10] Send Tagged”.

Invoice Received:



The Invoice Received screen temporarily holds orders that have been received. These orders will be displayed on the weekly report and used to help calculated the estimated inventory value. On this screen you can also add an order, one that you have physically received but don’t have an order in the system for. If you are running your system with Inventory Control turned off, and you don’t enter your orders through MM1, you will want to put the invoice totals on here so the program can calculate the estimated inventory value.

This screen can be accessed from the Inventory menu, Invoice Received. On this screen you have the following options.

Button	Keystroke	Function
Save		This button will save any changes made and close the window.
Cancel	Esc	This button will close the window without saving.

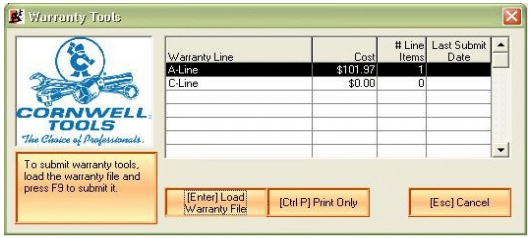
Adding a new invoice:

On the Invoice Received screen scroll down until you find the line with an asterisk (*) on it. This line is used to add new entries. Place you cursor on this line and begin to enter the information for the invoice.

Deleting an existing invoice:

On the Invoice Received screen scroll down until you find the invoice you want to delete. Click the record indicator on the left hand side (the arrow that points to the line). Now hit the Delete button on you keyboard. The Invoice is now deleted.

Warranty Tools:

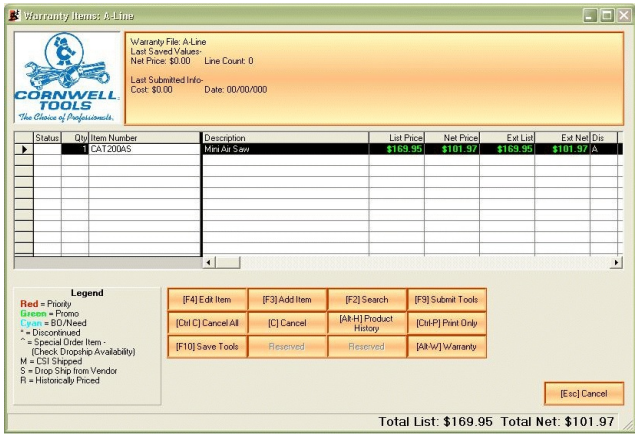


Warranty is an important section for a dealer that has accepted at least one item for warranty or plans to. This section allow you to keep track of warranty items. Tracking such things as how many items and the value.

To access this section of the program go to the Inventory menu, Warranty Tools. On the opening screen you will have a choice, which warranty line do you want to wok on. Below you will find a list of the available options.

Button	Keystroke	Function
Load Warranty File	Enter	This button will load the currently highlighted warranty file, for changes and submission.
Print Only	Ctrl P	This button will only print the warranty list, IT WILL NOT SUBMIT AND CLEAR.
Cancel	Esc	This button will close the current window.

Warranty Items:

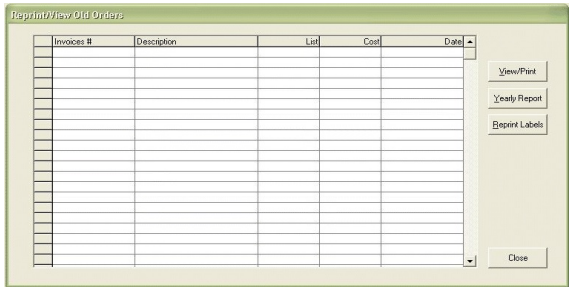


The Warranty Items screen is where you will manage the items in the individual warranty files. The following functions are available on this screen:

Button	Keystroke	Function
Search	F2	This button will assist in locating an item in the warranty file.
Add Item	F3	This button provides an entry screen, for adding inventory items.
Edit Item	F4	This button displays the Add/Edit Inventory Item screen.
Submit Tools	F9	This button will clear the warranty file and allow you to print copies for mailing with the tools.
Save Tools	F10	This button stores the current list of items for later manipulation.

Button	Keystroke	Function
Print Order	Ctrl-P	This button provides a hard copy of the item list.
Warranty	Alt-W	This button will display the warranty information for the highlighted item.
Product History	Alt-H	This button displays an itemized history for the highlighted item.
Cancel	C	This button allows you to toggle the value to cancel off warranty.
Cancel All	Ctrl-C	This button will toggle the value to cancel for all items on warranty.
Close	Esc	Close the warranty without saving any changes.

Reprint/View Old Orders:

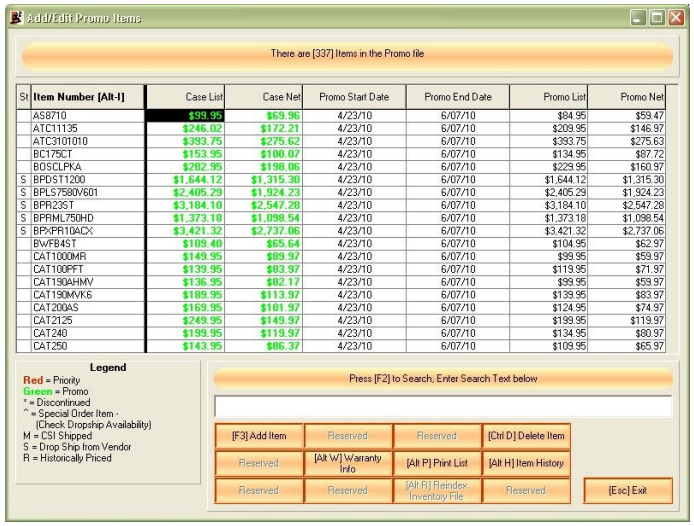


The feature provides a way of reprinting previously received orders. You can also generate a yearly report, displaying your purchases for a particular year. This feature only works if you have the setup option "Keep Received Order History" ON. To access this screen go to the Inventory menu, Reprint/View Old Orders.

This screen has the following options:

Button	Keystroke	Function
View/Print	Alt-V	This button will display a copy of the received order.
Yearly Report	Alt-Y	This button will display a purchasing report for what ever year you choose.
Reprint Labels	Alt-R	This button provides a way of reprinting the labels for an order.
Close	Esc	This button will close the window.

Add/Edit Promo Items:

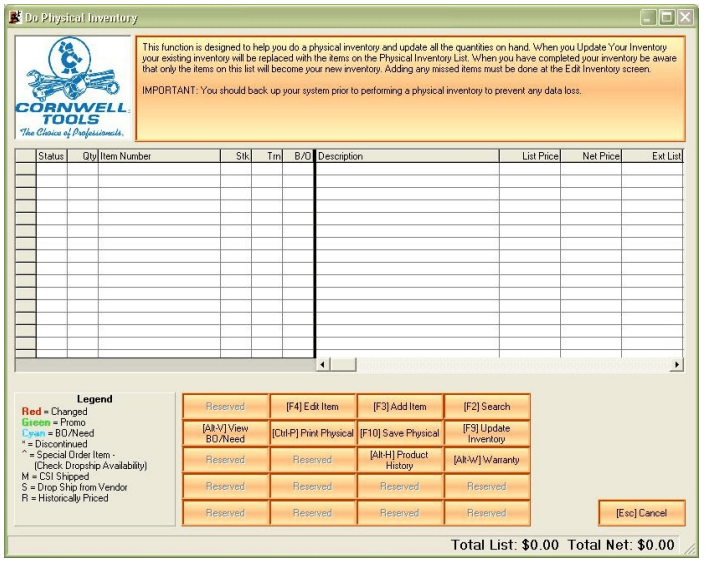


This feature is provided as a means of maintaining the promotional items. To access this screen go to the Inventory menu, Add/Edit Promo Items. When this screen opens you will have a number of options to choose from on the bottom of the screen.

Button	Keystroke	Function
Search	F2	This is an entry field to search for a particular item, you can press the F2 key to place the focus in the search box above the buttons.
Add Item	F3	This button allows you to add new inventory items/parts or services to the promo list.
Delete Item	Ctrl-D	This button will allow you to delete the highlighted Item from the promo list.

Button	Keystroke	Function
Warranty Info	Alt-W	This button will display the warranty information for the highlighted item.
Print List	Alt-P	This button will print the current Promo list of items.
Item History	Alt-H	This button will display an itemized listing of an items history.
Exit	Esc	This button will close the Add/Edit Inventory screen.

Do Physical Inventory:


Do Physical Inventory
CORNWELL TOOLS
"The Choice of Professionals."
This function is designed to help you do a physical inventory and update all the quantities on hand. When you Update Your Inventory your existing inventory will be replaced with the items on the Physical Inventory List. When you have completed your inventory be aware that only the items on this list will become your new inventory. Adding any missed items must be done at the Edit Inventory screen.
IMPORTANT: You should back up your system prior to performing a physical inventory to prevent any data loss.
Status
Qty
Item Number
Stk
Trn
B/O
Description
List Price
Net Price
Ext List
Legend
Red = Changed
Green = Promo
Cyan = BO/Need
* = Discontinued
^ = Special Order Item - (Check Dropship Availability)
M = CSI Shipped
S = Drop Ship from Vendor
R = Historically Priced
Reserved
[F4] Edit Item
[F3] Add Item
[F2] Search
[Alt-V] View BO/Need
[Ctrl-P] Print Physical
[F10] Save Physical
[F9] Update Inventory
[Alt-H] Product History
[Alt-W] Warranty
[Esc] Cancel
Total List: $0.00 Total Net: $0.00

This function is designed to help you do a physical inventory and update all the quantities on hand. When you update your inventory, your existing inventory numbers will be replaced with the items on the Physical Inventory List. When you have completed your inventory be aware that only the items on this list will become your new inventory. Adding any missed items must be done at the Edit Inventory Screen.

It is very important that you back up your system before preforming a physical inventory to prevent any data loss.

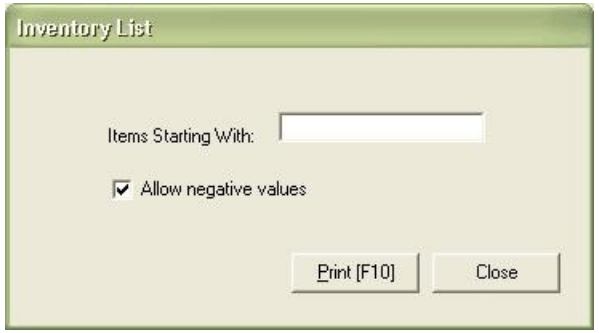
To access this screen go to the Inventory menu, Do A Physical Inventory. Here you will find several options to help you along the way.

Button	Keystroke	Function
Search	F2	This button will provide a popup window to type in the item to search for.
Add Item	F3	This button allows you to add new inventory items/parts.
Update Inventory	F9	This button will update the inventory numbers, replacing all in stock numbers with the values on the screen.
Save Physical	F10	This button will save the contents of this list for later changes.
Print Physical	Alt-P	This button will print the current physical inventory list of items..
View BO/Need	Alt-V	This button displays a list of customer that have this item on BO and/or Need.
Warranty Info	Alt-W	This button will display the warranty information for the highlighted item.
Item History	Alt-H	This button will display an itemized listing of an items history.
Cancel	Esc	This button will close the Do Physical Inventory screen, prompting whether to keep the saved file or delete it.

Print BO Items:

This feature is located on the Inventory menu, Print BO Items. This is accentually a report that provides you with a list of back ordered items.

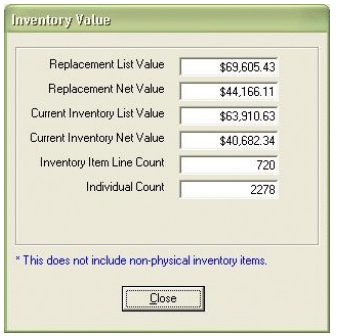
List Inventory:



This screen is the same as the "[Alt-P] Print Physical Inventory" button located on the Add/Edit Inventory screen. This screen will list all in stock items and calculate the inventory value based on the option "Allow negative values". The following are the available button options.

Button	Keystroke	Function
Print	F10	This button will create a list of the inventory items, and determine the value based on "Allow negative values".
Close	Esc	This button will close this window.

Current Inventory Value:


Inventory Value
Replacement List Value $69,605.43
Replacement Net Value $44,166.11
Current Inventory List Value $63,910.63
Current Inventory Net Value $40,682.34
Inventory Item Line Count 720
Individual Count 2278
* This does not include non-physical inventory items.
Close

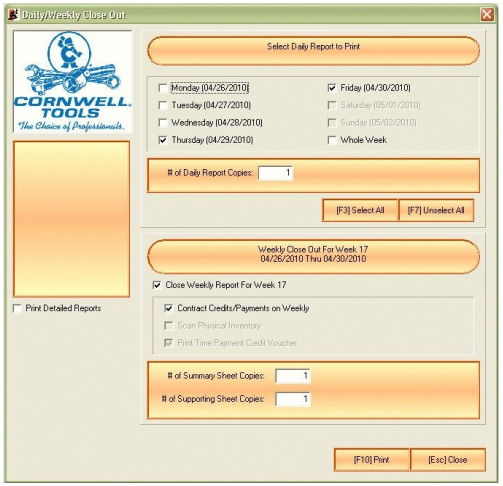
This value can be obtained in two places the first is on the Inventory Menu, Current Inventory Value. The second is on the Add/Edit Inventory screen, a button labeled "[Alt V] Current Inventory Value". Selecting this feature, the program will scan the inventory file and generate a summary of the inventory numbers.

- Replacement List Value – This value is the total of all extended list prices.
- Replacement Net Value – This value is the total of all extended net (cost) prices.
- Current Inventory List Value – This value is the total of all current extended list prices (This includes the promo price if the item is on promo).
- Current Inventory Net Value – This value is the total of all current extended net (cost) prices (This includes the promo price if the item is on promo).
- Inventory Item Line Count – This value is a count of how many line items (different item numbers) have a value not equal to zero.
- Individual Item Count – This value is the total of all in stock items.

SECTION 7 – Reports

This section of the manual contains all of the reports on the reports menu. To access any of these reports go to the Reports menu and select the name that corresponds to the report in question.

Daily/Weekly:



Daily/Weekly is more than just a report, it also contains your weekly close out. When selecting Daily/Weekly from the menu, there are a few things to keep in mind.

1. Be sure that new accounts have been added in to your records. If they have not, then the total owed to you will be off as well as the number of accounts, turn, and collection percentages.

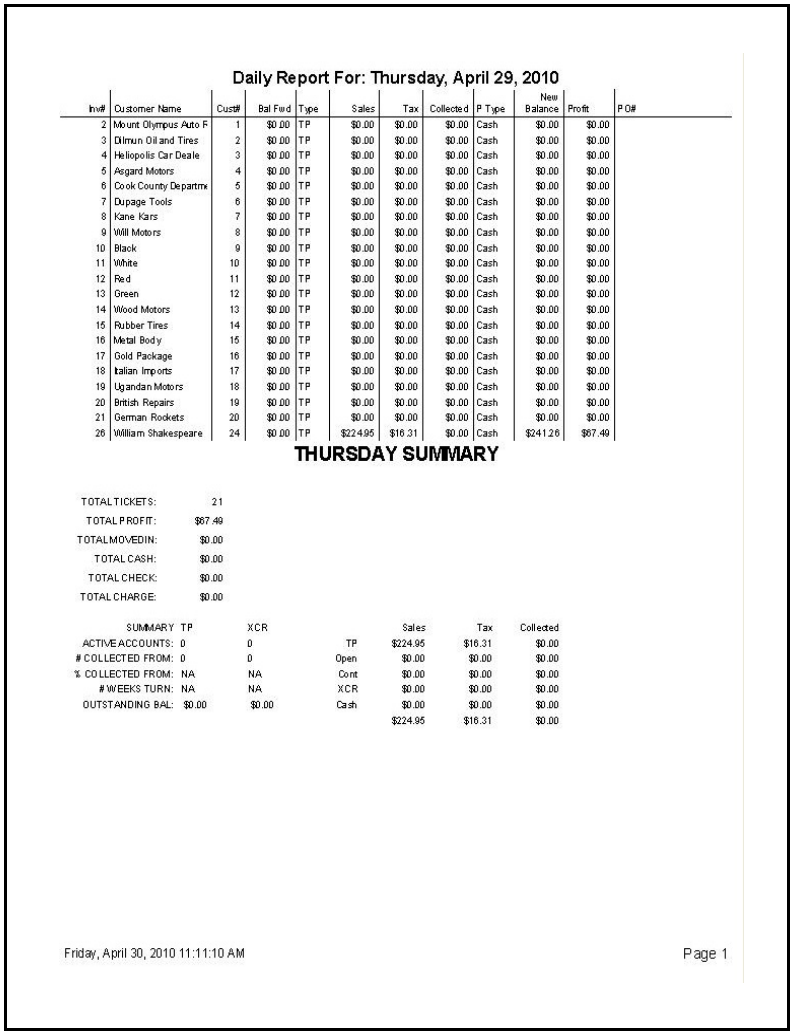
2. Be sure all transactions have been added in. Obviously, if a transaction (sale, collection, etc.) has not been entered, it cannot be counted into the business figures.

3. Be sure all inventory has been processed. If you are using

inventory control, be sure any orders have been entered. If not, then enter all invoice totals (see Invoices Received).

Now you will need to decide what type of report you are looking for a Daily report or Weekly Close Out report.

The Daily report is straight forward. The invoices are listed in consecutive order, listing the customers name, account number, balance forward, account type, sales amount, tax amount, collection amount, payment type, new balance, and purchase order number. The bottom portion of this report is the summary, giving totals for tickets, Moved In accounts, cash, check and charge. The next display is of the activity on Time and XCR accounts. Lastly you will find the totals broken down by account type for sales, tax, and collections.



Daily Report For: Thursday, April 29, 2010

Inv#	Customer Name	Cust#	Bal Fwd	Type	Sales	Tax	Collected	P Type	New Balance	Profit	PO#
2	Mount Olympus Auto F	1	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
3	Dilmun Oil and Tires	2	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
4	Heliopolis Car Deale	3	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
5	Aegard Motors	4	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
6	Cook County Departme	5	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
7	Dupage Tools	6	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
8	Kane Kars	7	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
9	Will Motors	8	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
10	Black	9	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
11	White	10	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
12	Red	11	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
13	Green	12	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
14	Wood Motors	13	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
15	Rubber Tires	14	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
16	Metal Body	15	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
17	Gold Package	16	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
18	Italian Imports	17	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
19	Ugandan Motors	18	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
20	British Repairs	19	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
21	German Rockets	20	$0.00	TP	$0.00	$0.00	$0.00	Cash	$0.00	$0.00	
26	William Shakespeare	24	$0.00	TP	$224.95	$16.31	$0.00	Cash	$241.26	$67.49	

THURSDAY SUMMARY

TOTAL TICKETS:	21
TOTAL PROFIT:	$67.49
TOTAL MOVEDIN:	$0.00
TOTAL CASH:	$0.00
TOTAL CHECK:	$0.00
TOTAL CHARGE:	$0.00

SUMMARY	TP	XCR
ACTIVE ACCOUNTS:	0	0
# COLLECTED FROM:	0	0
% COLLECTED FROM:	NA	NA
# WEEKS TURN:	NA	NA
OUTSTANDING BAL:	$0.00	$0.00

	Sales	Tax	Collected
TP	$224.95	$16.31	$0.00
Open	$0.00	$0.00	$0.00
Cont	$0.00	$0.00	$0.00
XCR	$0.00	$0.00	$0.00
Cash	$0.00	$0.00	$0.00
	$224.95	$16.31	$0.00

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The Weekly report at it simplest is a two page report that summarizes the week. This report gives a summary of the sales, collections, inventory values, and customer account stats. With the Weekly report, there are five other optional reports.

1. Weekly Expense Report
2. Non-Paying Customer Report
3. WCS Report (Cornwell Only)
4. TP Voucher (Cornwell Only)
5. Customer Audit Report

If you select Weekly Closeout, you will be asked whether or not to close the books. This is an important step; look over your report verify that everything is correct. If everything looks right then click the button labeled “OK”. This will close the books for this week and advance the program dates into the next work week. If there is a problem click the button labeled “Cancel”, then go back and fix the problem. Once you have fixed the problem come back and start the weekly close out again.

Weekly Report [Week 17] 4/30/2010 ccs0, Classic Computer Systems dba CCS Tools, 2.6.1a

DAY	Time Payment Sales	Time Payment Collected	XCR Sales	XCR Collected	Open Sales	Open Collected	Contract Sales	Contract Collected	Cash Sales	Cash Tax	Tax Chrgd	Completed Business	Active TP	Active XCR
MON	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0
TUE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0
WED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0
THU	224.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16.31	0.00	0	0
FRI	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1	0

Contract Payments Received: 0.00
Contract Credits Received: 0.00

Taxable Total -													
	224.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16.31	0.00	Dealer Funds
Tax Exempt Total -													
	0.00		0.00		0.00		0.00		0.00				Tech Collect
This Week Total -													
	224.95		0.00		0.00		0.00		0.00			0.00	Moved In
Previous Week Total -													
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	Grand Total
Total - Year To Date													
	224.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	Dlr Retained

SALES INFO-

	Acct Type	Taxable	Tax Ex	TOTAL
	TP	224.95	0.00	224.95
	XCR	0.00	0.00	0.00
	Open	0.00	0.00	0.00
	Cont	0.00	0.00	0.00
	Cash	0.00	0.00	0.00
TOTAL This Week-		224.95	0.00	224.95
Balance Carried Forward-		0.00	0.00	0.00
YEAR TO DATE TOTAL-		224.95	0.00	224.95
YEAR TO DATE AVERAGE-		224.95	0.00	224.95

PAYMENT TYPE BREAKDOWN-

Day	Cash	Check	Charge	Total
Monday	0.00	0.00	0.00	0.00
Tuesday	0.00	0.00	0.00	0.00
Wednesday	0.00	0.00	0.00	0.00
Thursday	0.00	0.00	0.00	0.00
Friday	0.00	0.00	0.00	0.00
TOTAL:	0.00	0.00	0.00	0.00

ACCOUNTS RECEIVABLE-

	TP Acc	Open Acc	Cont Acc	XCR Acc
Balance Forward-	0.00	0.00	0.00	0.00
Add Sales + Tax-	241.26	0.00	0.00	0.00
SUB TOTAL-	241.26	0.00	0.00	0.00
Less Collections-	0.00	0.00	0.00	0.00
Adjustments-	0.00	0.00	1500.00	0.00
New Balance-	241.26	0.00	1500.00	0.00

ACCOUNT ANALYSIS-

	TP	Open	Cont	XCR
Active Customers-	1	0	1	0
Collected From-	0	0	0	0
% Collected From-	0.00%	NA	0.00%	NA
Average Payment-	NA	NA	NA	NA
Average Balance-	241.26	NA	1500.00	NA
Turn This Week-	NA	NA	NA	NA
Parity-	0.00%	NA	NA	NA

INVENTORY CONTROL-

	LIST	NET
Broken Tool Value :	169.95	101.97

Trade In Value : 0.00(Weekly) & 0.00(YTD)
Physical Item Line Count: 1, Individual Count: 1

	LIST	NET
Balance Forward From Previous Week-	0.00	0.00
	0.00	0.00
WEEKS PURCHASES:	0.00	0.00
SUB TOTAL-	0.00	0.00
LESS INVENTORY SALES-	224.95	157.46
TOTAL-	- 224.95	- 157.46
ADJUSTMENTS-	0.00	0.00
ACTUAL INVENTORY VALUE-	- 224.95	- 157.46

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Weekly Report [Week 17] 4/30/2010 Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Day	Time Payment Active	Coll	% Coll	Turn	Balance	XCR Active	Coll	% Coll	Turn	Balance	Total Tickets	Profit
Mon	0	0	NA	NA	0.00	0	0	NA	NA	0.00	0	0.00
Tue	0	0	NA	NA	0.00	0	0	NA	NA	0.00	0	0.00
Wed	0	0	NA	NA	0.00	0	0	NA	NA	0.00	0	0.00
Thu	0	0	NA	NA	0.00	0	0	NA	NA	0.00	21	67.49
Fri	1	0	0.00%	NA	241.26	0	0	NA	NA	0.00	0	0.00
45 Day Total:	1	0	0.00%	NA	241.26	0	0	NA	NA	0.00	21	67.49
Actual Total:	1				241.26							

Contract Payment Received Report For Week Ending April 30, 2010

Name	Contracts	Received	Discount/Hold Back
No Contract Payments Received This Week			
Weekly Totals:	$0.00	$0.00	$0.00

	WTD	YTD	Prev Year
Total Contracts Written:	$0.00	$0.00	$0.00
Total Checks Received:	$0.00	$0.00	$0.00
Total Credits Received:	$0.00	$0.00	$0.00
Total Discounts/Hold Backs:	$0.00	$0.00	$0.00

Tech Credit Report For Week Ending April 30, 2010

Name	Contract Total	Date
No Tech Credit Detail		

	WTD	YTD	Prev Year
Total Tech Credits Written:	$0.00	$0.00	$0.00
Total Tech Credits Received:	$0.00	$0.00	$0.00
Total Discounts/Hold Backs:	$0.00	$0.00	$0.00

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Expense Report [Week 17] 4/30/2010 Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Acct	Description	Week 17	March	April	YTD
1	Fuel	0.00	0.00	0.00	0.00
2	Truck Lease	0.00	0.00	0.00	0.00
3	Truck Maintenance	0.00	0.00	0.00	0.00
4	Supplies	0.00	0.00	0.00	0.00
5	Office Supplies	0.00	0.00	0.00	0.00
6	Office Equipment	0.00	0.00	0.00	0.00
7	Meals & Entertainment	0.00	0.00	0.00	0.00
8	Misc Expense	0.00	0.00	0.00	0.00
9	Freight	0.00	0.00	0.00	0.00
10	Insurance	0.00	0.00	0.00	0.00
11	Telephone	0.00	0.00	0.00	0.00
12	Postage	0.00	0.00	0.00	0.00
13	Rent	0.00	0.00	0.00	0.00
14	Bank Charges	0.00	0.00	0.00	0.00
15	Advertising	0.00	0.00	0.00	0.00
16	Tool Purchase	0.00	0.00	0.00	0.00
17	Classic Monthly Service	0.00	0.00	0.00	0.00
	Totals:	0.00	0.00	0.00	0.00

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Non Paying Report [Week 17] 4/30/2010 Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Acct #	Customer Name	Acct Type	Customer Balance	Last Payment Date	Last Payment Amount	Suggested Payment	Phone#
24	William Shakespeare	TP	$241.26	4/29/2010	$0.00	$49.00	- -

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Adjusted AR Report [Week 17] 4/30/2010 Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

	Starting			Ending			
	Balance	Type	Status	Balance	Type	Status	Comment
Jupiter, Zeus (25)				$1500.00	CONT	Active	Customer was Linked 04/29/10

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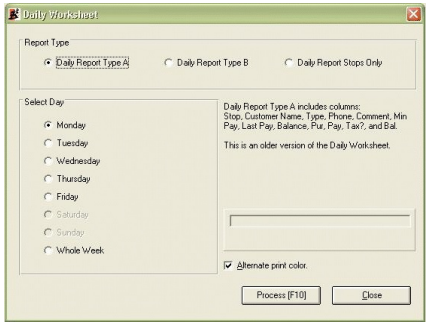
Daily Work Sheets:



The work sheets are used in place of your route book. This work sheet provides basic information in the event something happens to your computer you can still work your route until the machine is available again. On this screen you have three report types.

Report	Description
Report Type A	This report includes these columns; Stops, Customer Name, Type, Phone, comment, Min Pay, Last Pay, Balance, Pur, Pay, Tax?, and Bal.
Report Type B	This report includes these columns; Stops, Customer Name, Type, Phone, Comment, Stat, Pay Hist, Min Pay, Last Pay, Balance, Pur, and Pay.
Stops Only	This report includes these columns; Stop Name, Phone, Contact, Tax Area, Address Line 1, Address Line 2, City, St, and Zip.

Once you have selected the day/week and the report type click the button labeled “Process [F10]”, and the program will generate the work sheet for you.

Daily Worksheet for Monday, May 3, 2010

Stop	Customer Name	Type	Phone	Cell	Sug Pay	Last Pay	Balance	Pur	Pay	Tax?	Bal
Mount Olympus Auto Repair (7.25%)											
21	Zeus Jupiter	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
25	Zeus Jupiter	CONT	( ) -	( ) -	$0.00	4/29/10	$150.00	____	____	Y/N	____
1	Mount Olympus Auto F	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
22	Poseidon Neptune	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
23	Hades Pluto	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
Dilmun Oil and Tires (7.25%)											
2	Dilmun Oil and Tires	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
Heliopolis Car Dealership (7.25%)											
3	Heliopolis Car Deale	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____
Asgard Motors (7.25%)											
4	Asgard Motors	TIME	( ) -	( ) -	$0.00	4/29/10	$0.00	____	____	Y/N	____

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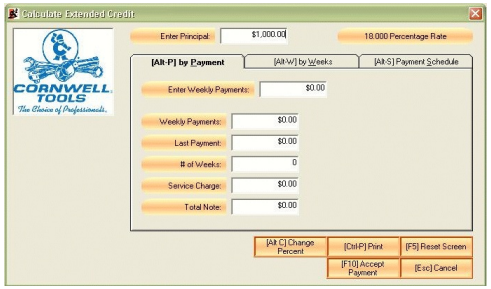
XCR Reports:



This report/screen provides a way to calculate a fee for XCR(SA) accounts. On this screen enter the principal amount and then select the method of calculation,

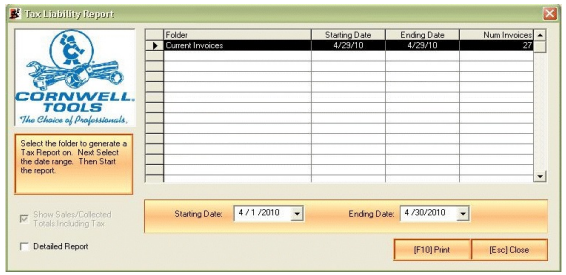
Calculation	Keystroke	Description
by Payment	Alt-P	This method will calculate the fee based on the payment amount.
By Weeks	Alt-W	This method will calculate the fee based on the number of weeks.
Payment Schedule	Alt-S	This method displays a list of different payment selection to choose from.

After making you selection you have these options available.

Button	Keystroke	Function
Change Percent	Alt-C	This button will change the percentage rate used to calculate with.
Print	Ctrl-P	This button will create a printout of the payment agreement.

Button	Keystroke	Function
Reset Screen	F5	This button will clear the screen, allowing you to start over.
Accept Payment	F10	This button is used from Generate Invoices to accept the agreement, placing the fee on the invoice.
Close	Esc	This button will close this window.

Tax Liabilities:



This report provides a breakdown by tax area of sales tax and collected tax. This report is designed to be used in reporting taxes. This screen displays available folders to report on. After making the year selection enter the date range, and press the button label "[F10] Print" to create the report.

Button	Keystroke	Function
Print	F10	This button will create the tax liability report.
Close	Esc	This button will close this window.

Tax Liability Report For 04/01/2010 Thru 04/30/2010
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Tax Area	Tax%	Total Sales Including Tax	Tax	Total Collected Including Tax	Tax
EXEMPT SALES	0.000%				
Taxable		$0.00	$0.00		
Exempt		$0.00			
Sub Total		$0.00	$0.00	$0.00	$0.00
All (Default Name	7.250%				
Taxable		$241.26	$16.31		
Exempt		$0.00			
Sub Total		$241.26	$16.31	$0.00	$0.00
Total:		$241.26	$16.31	$0.00	$0.00

Collection Fees Retained By You For Other Dealer Accounts: $0.00
* Empty Deleted Tax Areas are not displayed.

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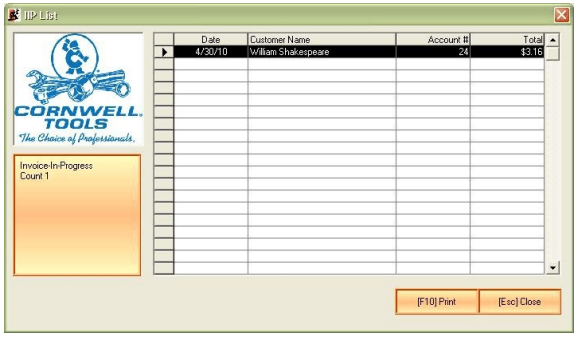
IIP Reporting:



This report will list all of the open invoices-in-progress in the MM1 system. The columns listed are Date, Customer Name, Account Number, and Total. When the screen opens it displays the list of invoices, here you have to options.

Button	Keystroke	Function
Print	F10	This button will create a print the list of invoices-in-progress.
Close	Esc	This button will close this window.

Classic Computer Systems db
1981 Devon
Hanover Park, IL. 60133

Open Invoices In Progress List

Acct#	NAME	DATE	TOTAL
24	William Shakespeare	4/30/2010	$3.16

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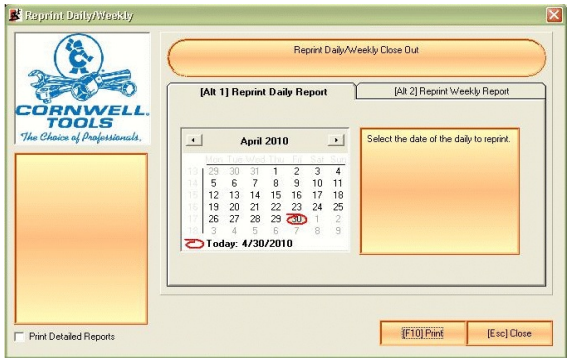
Reprint Daily/Weekly:



The reprint Daily/Weekly screen provides a way to print old daily/weekly reports. When this screen opens you must select which report you would like to reprint.

On the Daily tab, you are presented with a calender here you will select the date of the daily you would like to reprint.

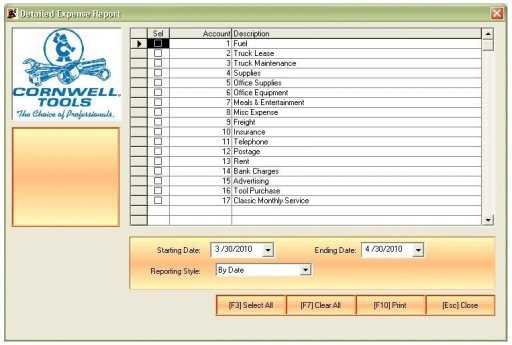
On the Weekly tab, you are presented with a list of available close outs, here you will highlight the report you would like to reprint.

Once you have the report selected, click the button labeled “[F10] Print” This will reprint the report in question.

Button	Keystroke	Function
Print	F10	This button will reprint the selected report.
Close	Esc	This button will close this window.

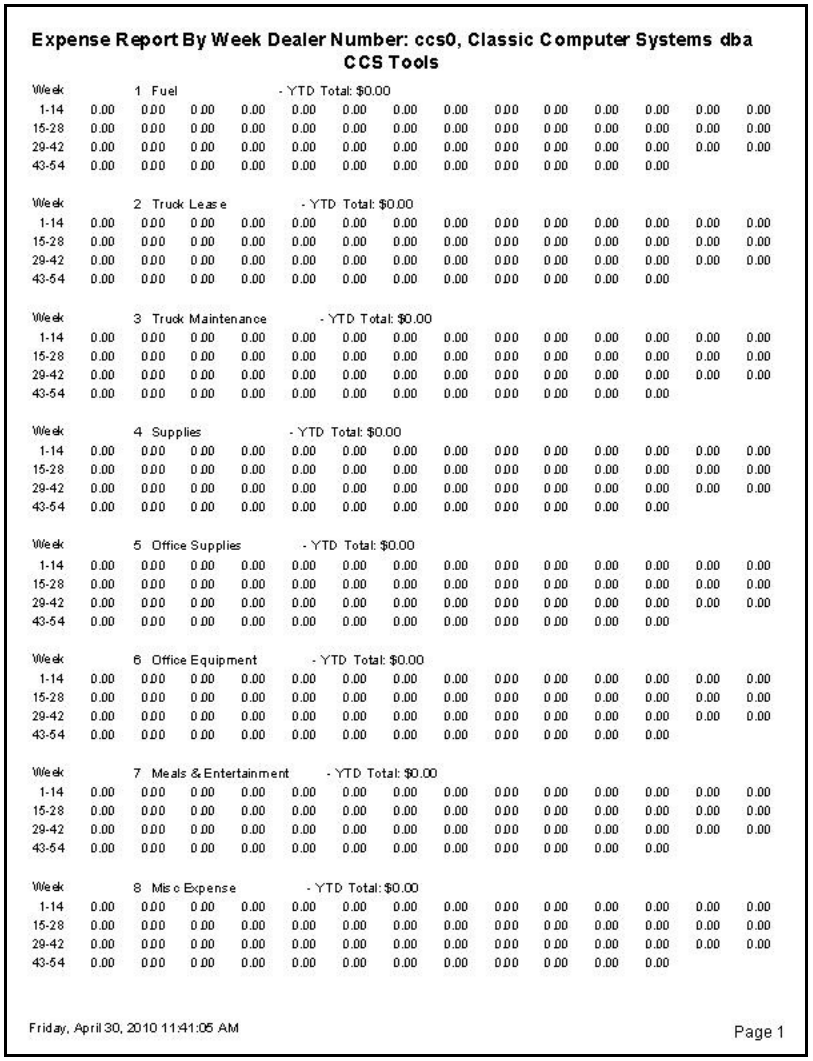
Expense Reports:

There are three different expense reports, Weekly, Monthly and Detailed. The first two reports generate as soon as they are selected producing a break down of all accounts either on a weekly or monthly basis.



The third report, the Detailed report, list all of the available expense accounts, and provides you with a date range to limit the report with.

Button	Keystroke	Function
Select All	F3	This button will select all of the expense accounts for the report.
Clear All	F7	This button will unselect all the expense accounts, resetting the window.
Print	F10	This button will create the expense report.
Close	Esc	This button will close this window.



Expense Report By Week Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Week	1 Fuel	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	2 Truck Lease	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	3 Truck Maintenance	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	4 Supplies	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	5 Office Supplies	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	6 Office Equipment	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	7 Meals & Entertainment	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Week	8 Misc Expense	- YTD Total: $0.00												
1-14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15-28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29-42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
43-54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

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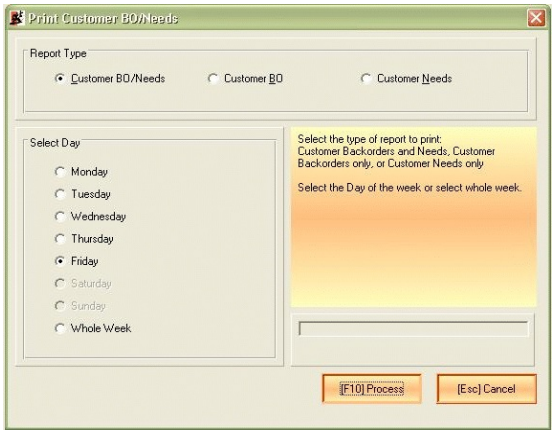
Expense Report by Month Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Acct	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
1	Fuel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2	Truck Lease	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3	Truck Maintenance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4	Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5	Office Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6	Office Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7	Meals & Entertain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8	Misc Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9	Freight	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10	Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11	Telephone	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12	Postage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13	Rent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
14	Bank Charges	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15	Advertising	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16	Tool Purchase	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17	Classic Monthly S	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expense Report By Date For 03/30/2010 Through 04/30/2010
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Date	Acct	Description	Amount	Comment	Reference	How Paid	Payee
4/30/2010	1	Fuel	$30.00				
		1 Ticket(s) Totaling:	$30.00				

Customer BO & Needs:

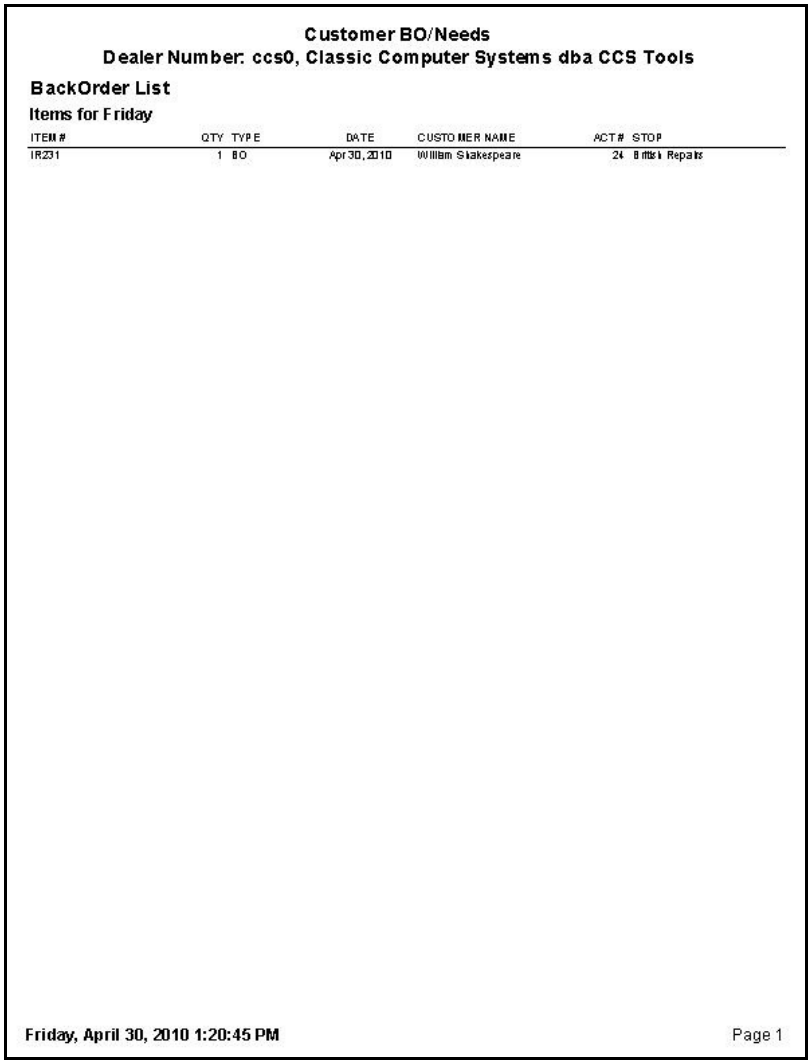


This report will list the customer back orders and/or needs for a specific day. On this screen you would select the day, and the report type.

Report	Description
Customer BO/Needs	This report will list both customer back orders and needs.
Customer BO	This report will only list customer back orders.
Customer Needs	This report will only list customer needs.

Once you have done this the program will generate the report requested.

Button	Keystroke	Function
Print	F10	This button will create a print of customer BO and/or Needs.
Close	Esc	This button will close this window.



Customer BO/Needs
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

BackOrder List

Items for Friday

ITEM #	QTY	TYPE	DATE	CUSTOMER NAME	ACT #	STOP
IR231	1	BO	Apr 30, 2010	William Shakespeare	24	British Repairs

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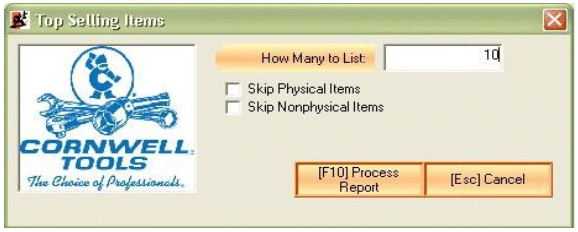
Top Selling Items:



This report is a list of your year to date top selling items. When you open this window you have three input fields to use to determine what is displayed on the report.

Options	Description
How many to List	This option determines how many items to display in the listing.
Skip Physical Items	This option determines if the listing will include physical items.
Skip Nonphysical Items	This option determines if the listing will include non physical items.

Once you have made your selections, click the button labeled "[F10] Process Report" to create the list.

Button	Keystroke	Function
Process Report	F10	This button will create a print of Top Selling items based on the options selected..
Close	Esc	This button will close this window.

Top 10 Selling Items
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

#	Item #	Description	YTD	List	Net	STK
1	AS8700	WorldWind Fan	2	$119.95	$83.96	0
2	CAT400	>>S.D.Composite 1/2"Impact	1	$259.95	$155.97	0
3	IR231	See IR-231XP	1	$224.95	$157.46	1

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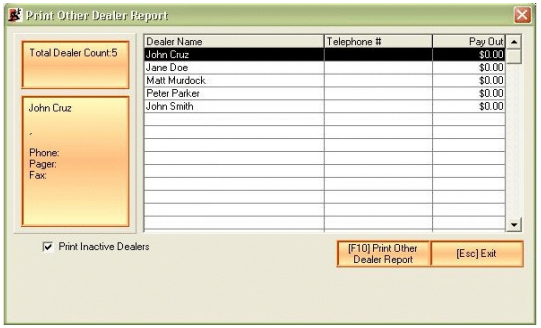
Other Dealer Report:



This report is designed to give you a listing of the dealers that you are collecting for, displaying the dealer name, last date of payment, amount owed and YTD Totals. On this screen you have one option, whether to print Inactive Dealers.

Button	Keystroke	Function
Print Other Dealer Report	F10	This button will create the Other Dealer report.
Close	Esc	This button will close this window.

Other Dealer Collections Report
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Dealer Name	Last Date Paid	Amount Owed	YTD Collected	YTD Retained	Moved In Accts	Moved In Balance	Moved Out Accts	Moved Out Balance
Cruz, John		$0.00	$0.00	$0.00	0	$0.00	0	$0.00
Doe, Jane		$0.00	$0.00	$0.00	0	$0.00	0	$0.00
Murdock, Matt		$0.00	$0.00	$0.00	0	$0.00	0	$0.00
Parker, Peter		$0.00	$0.00	$0.00	0	$0.00	0	$0.00
Smith, John		$0.00	$0.00	$0.00	0	$0.00	0	$0.00
	Totals:	$0.00	$0.00	$0.00	0	$0.00	0	$0.00

* Indicates inactive Dealer

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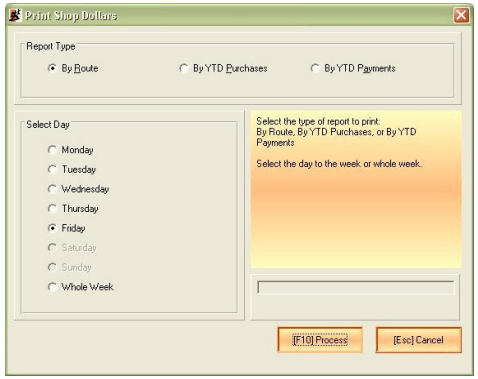
YTD Stop Report:



This report will print the year-to-date totals for each stop by day and sort order.

Sort Order	Description
by Route	This option will sort the report by route layout.
by YTD Purchases	This option will sort the report using the YTD Purchases. (Highest to Lowest)
by YTD Payments	This option will sort the report using the YTD Payments. (Highest to Lowest)

Once you have made your selection click the button labeled "[F10] Process".

Button	Keystroke	Function
Process	F10	This button will create a list of stops and there YTD numbers.
Close	Esc	This button will close this window.

YTD Figures For Friday's Stops
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

Stop name	YTD Purchases	YTD Payments	YTD Parity	Previous YTD Purchases	Previous YTD Payments	Previous YTD Parity
Italian Imports	0.00	0.00	NA	0.00	0.00	NA
Ugandan Motors	0.00	0.00	NA	0.00	0.00	NA
British Repairs	241.26	0.00	0.00%	0.00	0.00	NA
German Rockets	0.00	0.00	NA	0.00	0.00	NA
Totals:	241.26	0.00	0.00%	0.00	0.00	NA

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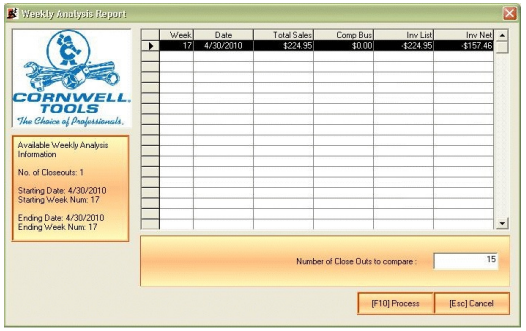
Weekly Analysis Report:



This report will assist you in analyzing the strengths and weaknesses of your business, based on your weekly close outs. This screen displays all of the weekly reports in descending order, and has an entry field querying how many weeks to compare. This number counts backwards from the currently highlighted close out.

Button	Keystroke	Function
Process	F10	This button will create the report based on the number of weeks..
Close	Esc	This button will close this window.

15 Week Business Analysis Report -- ver. 2.6.1a
Dealer Number: ccs0, Classic Computer Systems dba CCS Tools

WEEK NUM	SALES DATA TP SALES	XCR SALES	OPEN SALES	CONT SALES	CASH SALES	TOTAL SALES	COLLECTIONS TP COLL	XCR COLL	OPEN COLL	CONT COLL	COMP BUS	WORTH INV LIST	INV NET	TP BAL	XCR BAL	OPEN BAL
17	225	0	0	0	0	225	0	0	0	0	0	- 225	- 157	241	0	0
	225	0	0	0	0	225	0	0	0	0	0					
%T	100	0	0	0	0		*******	*******	*******	*******						
AV	225	0	0	0	0	225	0	0	0	0	0	- 225	- 157	241	0	0

WEEK NUM	TP ANALYSIS NUM ACT	NUM COL	AVG BAL	AVG COL	% COL	TP TURN	XCR ANALYSIS NUM ACT	NUM COL	AVG BAL	AVG COL	% COL	XCR TURN	OPEN ANALYSIS NUM ACT	NUM COL	AVG BAL	AVG COL	% COL	OPEN TURN
17	1	0	241	NA	0	NA	0	0	NA	NA	NA	NA	0	0	NA	NA	NA	NA
	1	0	241	0	0	0.0	0	0	0	0	0	0.0	0	0	0	0	0	0.0
AV	1	0	241	0	0	0.0	0	0	0	0	0	0.0	0	0	0	0	0	0.0

TOTAL SALES	$224.95
AVERAGE SALES	$224.95
AVERAGE TP BALANCE	$241.26
AVERAGE TP PARITY	00%
NEEDED COMPLETED WEEKLY BUSINESS	$0.00
ACTUAL COMPLETED WEEKLY BUSINESS	$0.00
AVERAGE GAIN FOR THE PERIOD	$0.00
TOTAL GAIN FOR THE PERIOD	$0.00
NEEDED WEEKLY TURN	0.00
ACTUAL WEEKLY TURN	******
DIFFERENTIAL WEEKLY TURN	******

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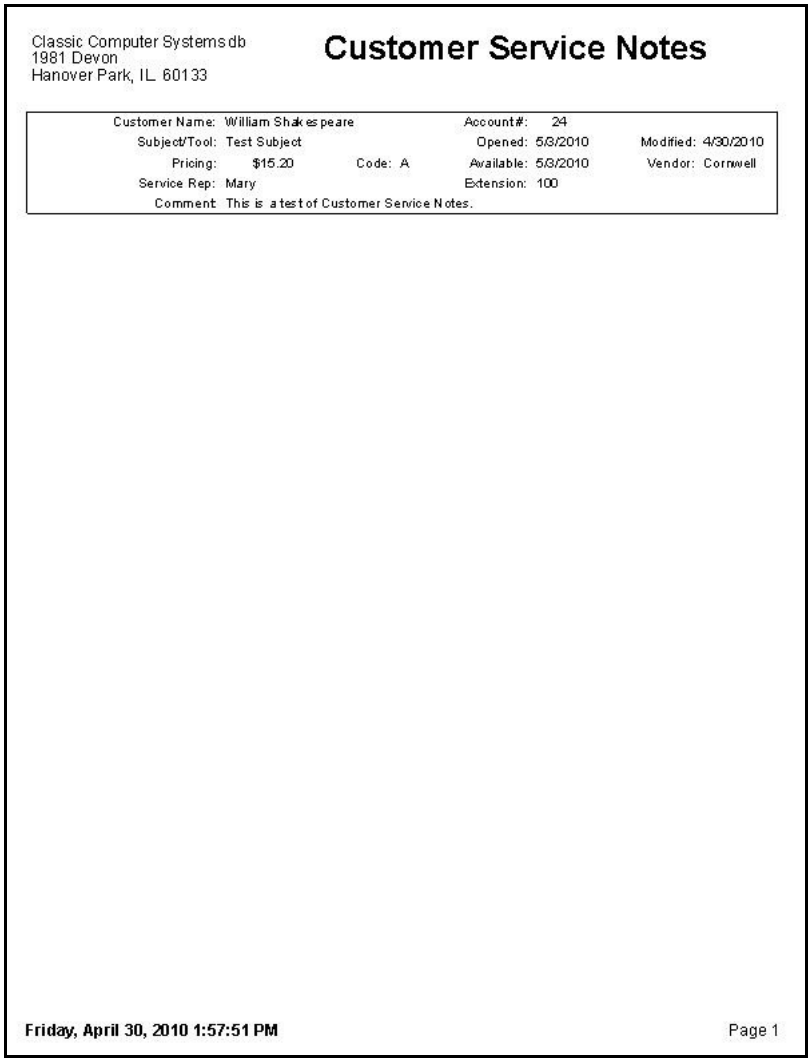
Customer Service Notes:

This report will print customer services notes for all customers within a certain date range. Sorted by Customer Name, Route, Date Opened, or Subject.

Button	Keystroke	Function
Process	F10	This button will create the customer service report.
Close	Esc	This button will close this window.



Classic Computer Systems db
1981 Devon
Hanover Park, IL 60133

Customer Service Notes

Customer Name:	William Shakespeare		Account#:	24	
Subject/Tool:	Test Subject		Opened:	5/3/2010	Modified: 4/30/2010
Pricing:	$15.20	Code: A	Available:	5/3/2010	Vendor: Cornwell
Service Rep:	Mary		Extension:	100	
Comment:	This is a test of Customer Service Notes.				

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Section 7

Reprint Current WCS (Cornwell Only):

This selection from the menu will print the current WCS report. When this report is selected it will produce a blank copy.

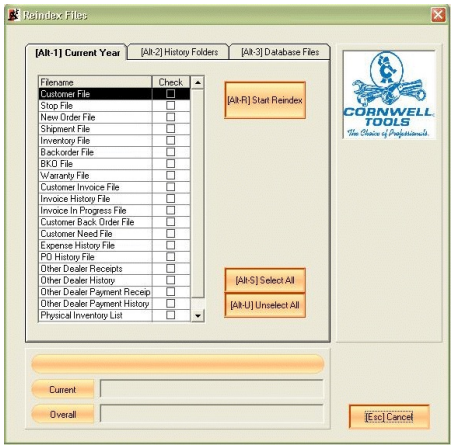
Prepare ACH Transfer (Cornwell Only):

This screen is provided to transmit any Tech Credit payments to Cornwell electronically. This screen will display the previous weeks Tech Credit payments that are waiting to be transmitted. On this screen you will find these options available.

Button	Keystroke	Function
Print List	Ctrl-P	This button will print the list of ACH payments in the list.
Send All Transactions	F10	This button will attempt to connect to Cornwell's server to transmit the Tech Credit payments
Close	Esc	This button will close this window.

SECTION 8 – Maintenance

Reindex Files:



Maintenance like backing up is necessary to your business. Every so often your software will slow down or start to experience multiple errors. Most of the time reindexing the files will clear up the problems.

To access this screen go to the Utilities menu, Reindex Files. When the screen opens it will default to the first tab "[Alt-1] Current Year". Next to that tab you will see "[Alt-2] History Folders", and "[Alt-3] Database Files". On each tab you will see a list of files with check boxes next to them. You can check one file or multiple files, then start the reindex process. Here are the options that are available on this screen.

Button	Keystroke	Function
Start Reindex	Alt-R	This button will start the reindex process on the selected files.

Button	Keystroke	Function
Start Clean & Pack	Alt-P	This button will start the clean and pack on the selected files. This option is only available on the Database Files tab.
Start Rebuild	Alt-B	This button will start the rebuild process on the selected files. This option is only available on the Database Files tab.
Select All	Alt-S	This button will select all of the files in the list.
Unselect All	Alt-U	This button will unselect all of the files in the list.
Cancel	Esc	This button will close the window.

Purge Data Files:

This section of the program is provided for cleaning up purposes. This feature was necessary in earlier version because of space limitations. Only use this section, if:

1. You know what you are doing.
2. Have backed up your data.
3. Need to clean up data corruption.
4. or, have been asked by Tech Support to do this.

The first three screens, Expense Tickets, Clean Promo Index, and Received Order History all provide you with a date entry field, that the program will remove information before that date.

Weekly Analysis provides you with a list of weeks and a delete and undelete button. Any records that are marked in red when you save will be deleted.

Inventory Items provides you with two ways of deleting inventory items by Group and by Prefix. This screen will remove items from the inventory file based on your selections.

Once a file has been purge the information has been erased permanently.

YTD figures:

This menu option contains year to date totals for sales, collections and inventory. The program updates these numbers at the end of every weekly close out. If you change these numbers they will not take effect until the next weekly close out. At the end of the year the program will zero all of the numbers except the inventory list and net. These figures are found on the first page of the Weekly Close Out report.

To access this screen go to the Utilities menu, YTD Figures. On this screen you will find these options available.

Button	Keystroke	Function
Save		This button will save any changes.
Cancel	Esc	This button will close the window without saving.

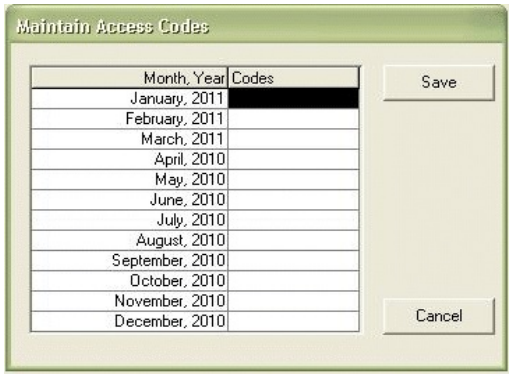
End Of Year:

This utility will zero all customer year to date purchases and payment figures, and zero all Year-To-Date figures. It is advised that you **BACKUP** your data first before starting this process. This process includes these steps:

1. Internal Backup – **DO NOT DEPEND ON THIS BACKUP, DO YOUR OWN BACKUP**.
2. Customer Year to Date
3. Inventory Year to Date
4. Expenses Week to Date, Month to Date, Year to Date
5. Contract Year to Date
6. Stops Year to Date
7. Time, Open, XC, Contract, Cash Sales and Collections.

This feature is not available until you have closed your 52 week. Before you use this feature print off any reports that you will need for End of Year processing.

Maintain Access Codes:



This is an optional feature, every month you will receive an access code for the next month, after receiving this code enter it in this section to ensure that the codes are available when the system asks for them. When the code is required, the system will automatically access it from this list of stored codes. This process can eliminate misplacing the access codes and having to call Classic Computer Systems for a code.

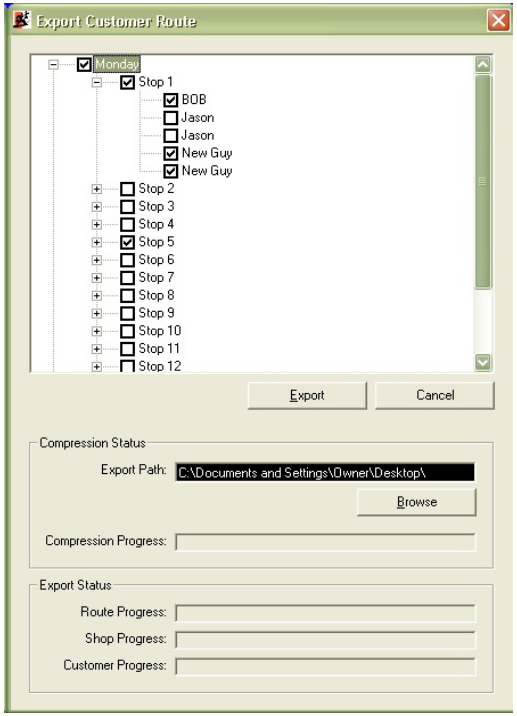
To access this window go to the Utilities menu, Maintain Access Codes. Move the highlight to the specific month for which you are recording the access code and type it in. Then click the button labeled “Save”. Here are the options for this window.

Button	Keystroke	Function
Save		This button will save any changes.
Cancel	Esc	This button will close the window without saving.

SECTION 9 – Advanced Topics

Exporting Customer Route

This section of the program will assist in moving part or all of the customer route into another dealers machine. This information **is not** removed from the original machine. In order to complete the process you will need a storage device (i.e. jump drive, flash drive, memory stick, floppy disk, etc.).



Open Export Customer Route, it is located on the File menu. This will open a new window that displays the customer route at the top with checkboxes. Next you will notice 2 buttons **Export** and **Cancel**, below that you will find two status boxes. The first status box displays the path where the route will be stored, a **Browse**

button, and a progress bar. The second status box displays 3 progress bars: Route, Shop, Customer.

To start the process:

1. Check the Export path it will default to your last backup path. If this path does not point to the location of your storage device, follow the steps below to change it, otherwise proceed to step 2.
   a. Click the **Browse** button this will display a Browse for folder window.
   b. Search for your storage device in this list. In most cases looking under My Computer will display your device.
   c. Once you have your storage device highlighted click the **OK** button.

2. Now you will need to select the information that you want to export by putting a check mark by each of the items, for example if you wanted to export BOB and New Guy from Stop 1 and all of Stop 5.
   a. First click the [+] plus sign in front of Monday, this will display all of the stops on Monday.
   b. Now click the [+] plus sign in front of Stop1, to display the customers in that stop.
   c. Now place a check mark in the box in front of BOB and New Guy (see image above).
   d. Now place a check mark in front of Stop 5.

NOTE: You'll notice when you select an item on a lower branch it will automatically select the stop and/day, with out selecting the other customers or stops. This is done to maintain integrity during the export process.

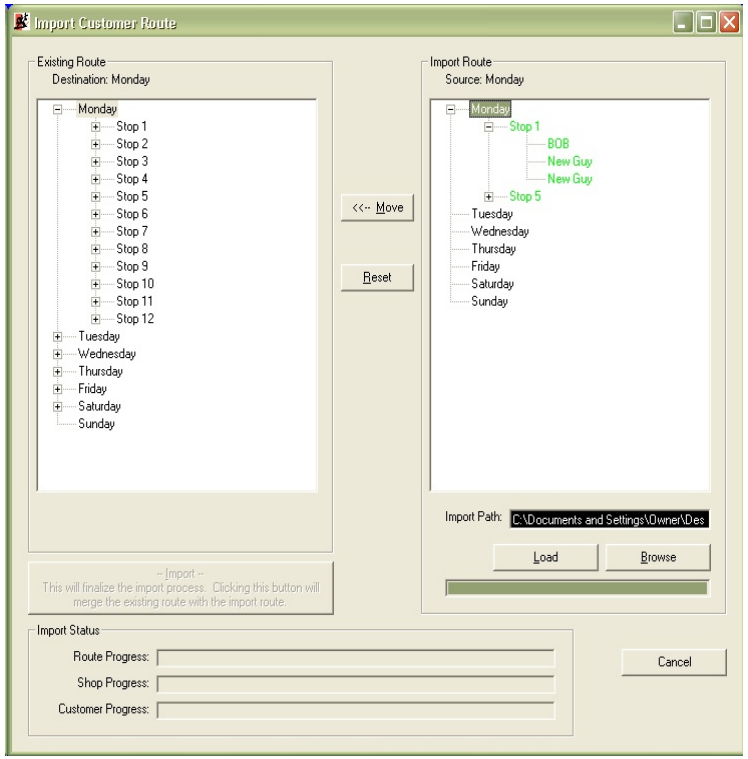
3. Once you have completed step 1 and 2 click the **Export** button. You will notice the progress bars in the Export Status box moving. These progress bars indicate how much of the export process is complete. Once the export is complete the compression progress bar will activate indicating how much of the data has been moved to your storage device.

4. When the compression has completed you will be notified that it has completed. You have successfully Exported your Customer Route.

Importing Customer Route

This section of the program will assist in updating and/or moving a customer route. In order to start this operation you will need the information that will be imported.

Open the Import Customer Route it is located on the File menu. This will open a new window that displays on the left hand side the Existing Route, and a button below the Existing Route label – **Import –**. On right hand side the Import Route, the import path, below you find 2 buttons **Load** and **Browse**, below that is a progress bar. Next you will find the Import Status box with three progress bars. Next to the status box you will find the **Cancel** button.



To start the process:

1. An export file or a backup from the other route is needed, if you do not have this information you will need to export the customer route (for help on exporting customers refer to Exporting Customer Route in the manual).

2. Check the Import path it will default to the last restore path. If this path does not point to the location of your storage device, follow the steps below to change it, otherwise proceed to step 3.
   a. Click the **Browse** button this will display a Browse for folder window.
   b. Search for your storage device in this list. In most cases looking under My Computer will display your device.
   c. Once you have your storage device highlighted click the **OK** button.

3. Next click **Load** to display the Import Route. This will display the Import route on the right hand side of the screen.

4. Now you will need to move Import information from the right to the left side. In order to do this you will need to locate the import information and locate the destination on the left side. To move customers/stops/days:

   a. Drag the customer/stop/day to the appropriate location on the left hand side and drop the customer/stop/day. The icon on the mouse will indicate if you can drop that item there.
      i. Day Example: You want to import Monday into Monday
         (1) On the right hand side, click on Monday, hold the left mouse button down
         (2) Drag the mouse to the left hand side on top of Monday.
         (3) Now release the mouse button, this will move all of the import stops located on Monday to the end of the current Monday route.

      ii. Stop Example: You want to import Stop 5 into Monday
         (1) On the right hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.
         (2) Now click on Stop 5, hold the left mouse button down.
         (3) Drag the mouse to the left hand side on top of Monday.
         (4) Now release the mouse button, this will add Stop 5 to the end of Monday's route.

      iii. Stop Example: You want to import Stop 5 into Stop 3
         (1) Now on the left hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.
         (2) Now click on Stop 3, so that it is highlighted.
         (3) On the right hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.
         (4) Now click on Stop 5, hold the left mouse button down.
         (5) Drag the mouse to the left hand side on top of Stop 3 Monday.
         (6) Now release the mouse button, this will add all of the customers in Stop 5 to the end of Stop 3.

      iv. Customer Example: You want to import BOB into Stop 2
         (1) Now on the left hand side, click the [+] plus sign in front of the Monday.
         (2) Now click on Stop 2
         (3) On the right hand side, click the [+]

plus sign in front of Monday, this will display all of the stops on Monday.

(4) Now click the [+] plus sign in front of Stop 1, this will display all of the customers in this stop.

(5) Now click on the BOB, hold the left mouse button down.

(6) Drag the mouse to the left hand side on top of Stop 2 Monday.

(7) Now release the mouse button, this will move BOB into Stop 2.

– or –

b. Highlight the destination on the left, then highlight the source on the right side. If the text above each route is red this move can not be made. Now click the **<<– Move** button.

i. Day Example: You want to import Monday into Monday

(1) On the right hand side, click on Monday, this will highlight Monday.

(2) Now on the left hand side, click on Monday.

(3) On the right hand side Monday is highlighted, on the left hand side Monday is highlighted, now click the button labeled **<<– Move** this will move all of the import stops located on Monday to the end of the current Monday route.

ii. Stop Example: You want to import Stop 5 into Monday

(1) On the right hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.

(2) Now click on Stop 5, so that it is highlighted.

(3) Now on the left hand side, click on

Monday.

(4) On the right hand side Stop 5 is highlighted, on the left hand side Monday is highlighted, now click the button labeled **<<– Move** this will add Stop 5 to the end of Monday's route.

iii. Stop Example: You want to import Stop 5 into Stop 3

(1) On the right hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.

(2) Now click on Stop 5, so that it is highlighted.

(3) Now on the left hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.

(4) Now click on Stop 3, so that it is highlighted.

(5) On the right hand side Stop 5 is highlighted, on the left hand side Stop 3 is highlighted, now click the button labeled **<<– Move** this will add all of the customers in Stop 5 to the end of Stop 3.

iv. Customer Example: You want to import BOB into Stop 2

(1) On the right hand side, click the [+] plus sign in front of Monday, this will display all of the stops on Monday.

(2) Now click the [+] plus sign in front of Stop 1, this will display all of the customers in this stop.

(3) Now click on the BOB, so that BOB is highlighted.

(4) Now on the left hand side, click the

[+] plus sign in front of the Monday.

(5) Now click on Stop 2

(6) On the right hand side BOB is highlighted, on the left hand side Stop 2 is highlight, now click the button labeled **<<– Move** this will move BOB into Stop 2.

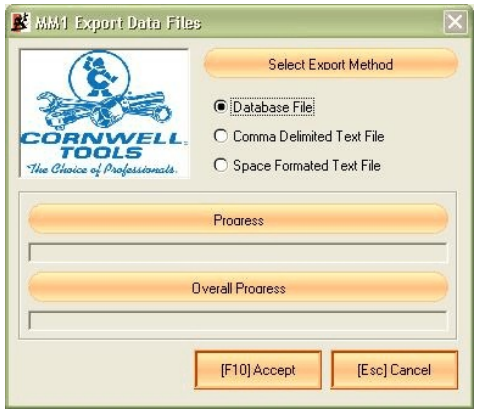
Day	the contents of the day can only be moved to another day.
Stop	a shop can be moved to a day, or the contents of the shop can be moved to another shop.
Customer	a customer can only be moved to a shop.

5. Repeat step 4 until you have moved all of the customers/stops/days that you need to move.

6. Once you have finished moving the route verify that everything is in the right location, if for any reason the Existing Route does not reflect what should have been moved click the **Reset** button, otherwise click the **Import** button this will finalize the import process.

7. It is very important that a reindex is done at the completion of this process.

Export Data Files:



This screen provides a way of exporting customer information, history, stops, taxes, etc. from the program into a format usable in other software packages.

1. Database File – This option will take all of the current information and place it into a db3 compatible format.
2. Comma Delimited Text File – this option will place the information in a text file separated by commas.
3. Space Formatted Text File – this option will place the information in a text file separated by spaces.

Button	Keystroke	Function
Accept	F10	This button will create the export files.
Close	Esc	This button will close this window.

Report Designer:

THIS IS A HIGHLY TECHNICAL PART OF THE PROGRAM. THIS SECTION IS PROVIDED FOR MINOR CUSTOMIZATION OF REPORTS. It is highly recommended when modifying any report you save your modified version with another name. The Report Designer is beyond the scope of this manual, do not use this section unless you understand what you are doing.

PPI Pay Mover Credit Card Module For MM1:

PPI Pay Mover is an integrated credit card processing module for the Mobile Manager 1 for windows program. Requirements to process are as follows.

1. A merchant account set up with Payment Processing Incorporated (PPI).

2. An internet provider to download transactions at the end of the day.

3. Three track credit card reader. (Supplied by Classic Computer Systems)

4. MM1Win software loaded on your computer.

How Does It Works:

PPI Pay Mover is an integrated credit card processing program that allows you to swipe your customers credit card as a form of payment and batch process the payments when you can connect to the internet. If you have an available internet connection on your truck (Wireless Internet service) you can process transactions real time.

You can also store up to four credit cards on your customers account and recall the card for weekly payments if authorized by the customer. Please note: The qualified discount rate (Best Rate) is only applied for swiped credit card transactions. If you use a stored credit card you will receive the mid-qualified rate. It is to your advantage to swipe the customers credit card each time you take a payment.

Setup:

To setup PPI Pay Mover choose Customize from the Utility Menu. Choose the Security/PPI Pay Mover tab. On the right hand side of the window check the option, "Use Pay Mover To Process Credit Cards". You will need to fill in the six boxes with information that is supplied to you by PPI.

Options	Description
PPI Token	This information is supplied by PPI.
Enter your Paymover2 Merchant Center Gateway link here	This information is supplied by PPI.

After entering all the information click the button labeled "[F10] Save Settings".

Credit Card Transactions:

Once the credit card module is installed and configured you are ready to run transactions. There are two ways to run transactions with PPI Pay Mover. You can swipe a credit card when the transaction is complete or use a stored credit card. If you have an internet connection the system can connect and approve the transaction live. If you do not (most systems will not) you can store the transaction to be approved when you connect to the internet.

Swiped Transactions:

1. Total your transaction and enter the amount that you want to pay on the customers account.
2. Select credit card as **How Paid**.
3. Accept the invoice and choose if you want to print.
4. The Credit Card Transaction window will open.
5. Swipe the customers credit card. (A swiped credit card will process at the lower transaction rate so you should swipe

as often as you can).
6. You can enter a Comment in the field provided that will display in the batch credit cards screen. This is useful if you need to hold the payment for a few days before processing.
7. Click the button labeled "[Alt N] Process Now" if you have an internet connection on the truck or choose "[Alt L] Process Later" to store the transaction until you batch your transactions when you have a internet connection.
8. The system will finalize the transaction.

Stored/Manual Transactions:

Follow the above directions but on step 5 you can choose a stored card or enter the card number manually. You will need to be sure the expire date and zip code are entered.

1. If you choose to retrieve a stored card click the button labeled "[Alt-R] Retrieve Card".
2. Choose the card from the list of stored cards for that account and click "[F10] Proceed".
3. You can enter a Comment in the field provided that will display in the batch credit cards screen. This is useful if you need to hold the payment for a few days before processing.
4. Click the button labeled "[Alt N] Process Now" if you have an internet connection on the truck or choose "[Alt L] Process Later" to store the transaction until you batch your transactions when you have a internet connection.
5. The system will finalize the transaction.

Storing Credit Cards:

You can store up to four (4) credit cards on a customers account.

To add a stored card:

1. Open the edit window for the account you want to store the credit card information.
2. Click the "[Alt-R] Stored Credit Card" button.
3. The Stored Credit Cards window will open.
4. Swipe or enter the credit card information into one of the 4 positions.

5. Enter the Expiration date.
6. Enter the Zip Code for the credit card billing address.
7. If the customer has authorized the card to be used on a weekly basis even if they are not available check the Auth box. (You should print the Auth. Form and have it signed by the customer to authorize weekly charges to the card).
8. The default check box is to set that card as the primary card to use when making authorized charges.
9. Click "[F10] Accept".

You can also store a card from the credit card transaction window. This will allow you to store the card that you are using for the current transaction.

To add from the transaction window:

1. Swipe the card in the transaction window.
2. Click the "[Alt-R] Stored Credit Card" button.
3. In the Save Credit Card window select a slot that you want to store the card number in. Note: Selecting a slot with a credit card number in it will replace the existing information with the new card that you are storing).
4. Click "[F10] Accept". (If you have not entered the zip code for the credit card you will be prompted to enter one now).
5. You can now choose to print the Authorization form for the customer to sign, **[Yes]** or **[No]**.
6. If this card is Authorized you can choose to mark it as Authorized, **[Yes]** or **[No]**.
7. The information will be stored and you will return to the Credit card transaction window.

Voice Authorization:

This feature is used if you need to get a voice authorization for a sale. There is an additional charge for voice authorization so use this feature wisely.

1. Finish your sale and enter the payment amount. Choose credit card as your payment choice.

2. Call merchant services to get the voice authorization.
3. After you receive the voice authorization enter the Authorization code in the field on the credit card screen.
4. Enter the card information and click "[Alt-L] Process Later".
5. When the batch is processed the charge will be run.

Refund A Charge:

This feature is used to refund a credit card charge. You can use this feature before or after the batch has been closed. If you refund prior to the batch the charge will be pulled from the batch to avoid processing fees.

1. Choose *View/Void Old Invoices* from the Invoicing Menu.
2. Enter the invoice number or select the invoice from the list.
3. With the invoice selected click the "[Alt-C] Refund Charge" button.
4. If the batch containing the voided charge is still open, the charge will be removed and it will not batch. If the charge is not in the open batch there will be a refund placed in the batch to process the next time you batch.

Voiding A Credit Card Sale:

1. Choose *View/Void Old Invoices* from the Invoicing Menu.
2. Enter the invoice number or select the invoice from the list.
3. With the invoice selected click the "[Alt-V] Void Invoice" button.
4. If the batch containing the voided invoice is still open, the charge will be removed and it will not batch. If the invoice is not in the open batch there will be a refund placed in the batch to process the next time you batch.

Batch/Settle Credit Cards:

This is one of the most important functions! This is were you batch the credit card information to the processor for authorization.

Batch Credit Cards:

If you have transactions that need to be batched you will see a money bag icon in the lower middle section of the main menu. Once the batch has completed you will get a printed batch report listing the status of every transaction. If any transactions were declined the customers will have an adjustment invoice written to their account removing the payment.

1. You must be connected to the internet to process the batch.
2. Choose *Credit Cards Processing* from the Invoicing Menu.
3. Select *Batch Credit Cards*.
4. The Batch Credit Cards window will open with the pre batch list of items that will be sent. You can Hold items from the batch by clicking in the Hold field next to the charge on the left hand column of the screen. If you change any comments they will be saved after you process the batch. You can hold cards from the batch repeatedly to accommodate your customers request.
5. You should select to print the batch report. This report can be printed to screen using the preview function.
6. Click “Process”.
7. The system will send the transactions to the PPI Pay Mover site for authorization. This process will take time depending on your connection speed and the number of items that you are sending.
8. If you checked *Print Batch Report* a print window will open. Choose printer or preview and click “Start”.
9. The report will print giving response codes and messages for each transaction. Any transactions declined will be listed.

If you had any transactions that were declined the payment will be reversed from the customers account.

Delete Credit Card From Batch:

This allows you to delete a credit card from the batch prior to processing the batch.

1. Choose *Credit Cards Processing* from the Invoicing Menu.

2. Select *Batch Credit Cards*.
3. When the batch window appears select the card that you want to delete from the batch by placing the mouse pointer on the block in the far left hand column of the line you want to mark. Click on the line and the line will highlight. The Delete line button will now be active.
4. Click the “Delete Entry” button and the item will be marked in red. The Line will delete when you process or close the function.
5. Follow the above instructions and click “Undelete Entry” to unmark a line if you make a mistake.

Transaction Report:

This report will list your transactions for the selected date range. To run this report:

1. Choose *Credit Cards Processing* from the Invoicing Menu.
2. Select *Transaction Report*.
3. Select the Start and End Date for the report.
4. Choose the type of transactions to be displayed on the report.
5. Click “Process”.
6. The print options window will open. Choose printer or preview and click “Start”.

NOTE: PPI Pay Mover will automatically submit all authorized items for funding at 5:00 am PST daily. Your bank is usually funded within 24- 48 hours for Visa/Master Card.

* PPI Pay Mover is a registered trademark of Payment Processing Inc.

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